

MONASH UNIVERSITY LIBRARY

SERVICE STATEMENTS

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Division: Monash University Library

Service Statement 1:		Information Resources: Access and Delivery		End users: Students and staff	
Service Description:		Access to materials and resources			
<p>Key Performance Indicators:</p> <ol style="list-style-type: none"> 1. Library open 100% of advertised opening hours.* 2. 90% of items returned from loan reshelfed within 24 hours Monday to Friday. 3. 85% of students agree that library services are readily accessible.** 4. The library catalogue available during core service hours Monday to Friday 8.30am to 5.30pm with the exception of scheduled downtimes. <p>Measured by:</p> <ol style="list-style-type: none"> 1. Percentage of advertised hours that the library opened. Reported quarterly. 2. Percentage of items returned from loan reshelfed within 24 hours Monday to Friday. Reported quarterly. 3. Monash Experience Questionnaire. Reported annually or as made available by the university. 4. Percentage of hours the library catalogue available during core service hours. Reported quarterly. 					
Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information		
Provision of infrastructure for access to electronic resources including: the library website; the library catalogue; electronic books and serials; web subject pages; database pages; electronic reading lists; electronic resources; Monash University Lectures Online; Exams Online; ePress; electronic theses; research repository; collaboration with other providers e.g. Australasian Virtual Engineering Library (AVEL).	Library user authentication to ensure compliance to licence agreements. Provide potential 24 hour access, including remote access, with the exception of scheduled downtimes. Respond promptly to all reports of failure to access resources and service problems. Advise faculties on participation in collaborative arrangements. Ensure file formats comply with Monash-supported standard IT environment.	Ensure prospective library users, including honorary staff, are registered in the LDAP database and have Authcate and other passwords. Advise staff details to SAP, and currency of student details to Callista, as provided by students to the faculty. Assist library to communicate hardware and software requirements to end users.	<p>Service availability: For online services, refer Appendix One.</p> <p>First point of contact for library user in event of service problem: Library branch staff -www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Digital Resources Librarian Manager, Systems Director, Information Systems</p>		

*All changes to hours of opening will be reported to the General Library Committee.

**Wherever survey indicators are referred to, they have been based on current survey results.

Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
	<p>Ensure hours of opening are responsive to patterns of use and library user needs, within library goals and budget.</p>		<p>Services excluded: Licence conditions may restrict access to some products.</p> <p>Critical service dependencies on Monash support services: ITS for provision of support for critical services such as the library catalogue and the university network from Monday to Friday 9.00am to 5.00pm.</p> <p>Student and Staff Services for currency of student and staff registration details and for regular transfer of library user data to enable updating of library user information.</p> <p>References: library.monash.edu.au/ (Library catalogue) www.lib.monash.edu.au/ (Library website)</p> <p>Other: Digitisation resources must comply with the restrictions of Copyright legislation. www.lib.monash.edu.au/law/copyright/copy.html Dependent upon availability of resources from library suppliers. Dependent upon service providers to correct reported problems in a timely manner.</p>

Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
<p>Provision of access to branch-based collections including: books, serials, microforms, CD-ROMs, DVDs, kits, music scores, maps.</p> <p>Provision of circulation services including: lending; reshelving; discharging; intercampus loans; online renewals; recalls; holds; overdue notices; searching for missing books.</p>	<p>Provide access to collections during library opening hours.</p> <p>Reshelve materials as soon as possible.</p> <p>Clearly communicate library regulations.</p> <p>Advise faculties and library users where breaches of compliance have occurred.</p> <p>Replace lost items commensurate with their importance.</p>	<p>Authorise special borrowers including honorary staff.</p> <p>Advise staff details to SAP, and currency of student details to Callista, as provided by students to the faculty.</p> <p>Ensure that faculty staff and students are made aware of library regulations.</p> <p>Upon request of the library, undertake disciplinary action.</p> <p>Advise if a last copy item cannot be found.</p>	<p>Service availability: During advertised opening hours, with minimum availability of 9.00am-5.00pm Monday to Friday. www.lib.monash.edu.au/hours/</p> <p>First point of contact for library user in event of service problem: Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Library branch manager Director, Client Services</p> <p>Critical service dependencies on Monash support services: Facilities and Services for mail and courier services; Student and Staff Services for currency of library user enrolment details; ITS for provision of support for critical services such as the library catalogue and the university network from Monday to Friday 9.00am to 5.00pm.</p> <p>References: www.lib.monash.edu.au/ (Library website) library.monash.edu.au/ (Library catalogue)</p> <p>Other: Availability of material dependent upon library user compliance with circulation policies.</p>

Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
Provision of access to other libraries' collections including borrowing privileges.	Maintain reciprocal borrowing arrangements with other libraries.	Compliance with guidelines and policies of other libraries.	<p>Service availability: Dependent upon opening hours of participating libraries.</p> <p>First point of contact for library user in event of service problem: Library branch staff -www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Library branch manager Director, Client Services</p> <p>Critical service dependencies on Monash support services: ITS for provision of support for critical services such as the library catalogue and the university network from Monday to Friday 9.00am to 5.00pm.</p> <p>References: library.monash.edu.au/ (Library catalogue)</p> <p>Other: Dependent upon policies of other libraries and their continuing involvement in reciprocal borrowing arrangements. Library users to ensure ID card current.</p>

Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
<p>Provision of access to reserve collections of high use items held in print or electronic form.</p>	<p>New items acquired promptly.</p> <p>Items digitised and made available in accordance with Copyright legislation.</p>	<p>Advise details of items required for reserve collections and allow sufficient time for acquisition and processing.</p> <p>Provide private copy for loan or reproduction as requested.</p>	<p>Service availability: Access to print format dependent upon library opening hours. www.lib.monash.edu.au/hours/</p> <p>For online services, refer Appendix One.</p> <p>First point of contact for library user in event of service problem: Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Library branch manager Manager, Digitisation Centre Director, Client Services Director, Information Systems</p> <p>Services excluded: Electronic access restricted by Authcate to registered staff and students.</p> <p>Critical service dependencies on Monash support services: ITS for provision of support for critical services such as the library catalogue and the university network from Monday to Friday 9.00am to 5.00pm.</p> <p>References: library.monash.edu.au/ (Library catalogue)</p> <p>Other: Access to external web resources dependent upon suppliers maintaining stable URLs.</p>

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Service Statement 2:		Information Resources: Collection Management		End users: Students and staff
Service Description:		Development, selection, acquisition, cataloguing, maintenance and overall management of library resources		
<p>Key Performance Indicators:</p> <ol style="list-style-type: none"> 95% of items requested within budget are ordered by 31 October. 95% of web links in the library catalogue are accurate. 85% of students agree that library resources are appropriate for their needs. <p>Measured by:</p> <ol style="list-style-type: none"> Percentage of orders received by the report date that are placed by staff in the Information Resources Division. Reported quarterly. Percentage of accurate links in the library catalogue identified by monthly link checking program. Reported quarterly. Monash Experience Questionnaire. Reported annually or as made available by the university. 				
Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information	
<p>Provision of relevant and current materials in print and electronic formats including: selection, acquisition and processing of new materials, with fast tracking of urgent orders; multiple copies of high demand items.</p> <p>Weeding, removal from collection and deletion from the library catalogue of obsolete titles.</p> <p>Selection of replacement titles.</p> <p>Evaluation and negotiation of donations of significant collections.</p> <p>Negotiation of licence agreements and terms of supply.</p>	<p>Provide information to faculties on new materials.</p> <p>Liaise with faculties to ensure highest priority material is selected for acquisition, within budget.</p> <p>Maintain records of commitment and expenditure.</p> <p>Maximise purchasing power and resource availability.</p> <p>Participate in consortium agreements when appropriate.</p>	<p>Advise new course/unit developments.</p> <p>Advise current and future teaching and research requirements.</p> <p>Assist library to identify priority material for acquisition, responsive to faculty needs.</p> <p>Complete Library Impact Statements for new courses/units.</p> <p>Supply reading lists with appropriate detail in good time, prior to date required by students.</p> <p>Identify specialised needs in research areas.</p> <p>Advise updates required to the collection development policy.</p> <p>Request new titles alert, if required.</p>	<p>Service availability: 9.00am-5.00pm Monday to Friday</p> <p>First point of contact for library user in event of service problem: Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Faculty team leader Director, Information Resources</p> <p>References: Library collection development policy: www.lib.monash.edu.au/collections/cdp/</p> <p>Other: Ability to purchase resources is affected by currency fluctuations.</p>	

Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
<p>Ongoing maintenance of physical collections including: binding, repairs and specialised storage when appropriate.</p> <p>Storage management.</p>	<p>Ensure that journals are away for binding for the shortest possible time.</p>	<p>Library users are responsible for taking reasonable care of library resources.</p>	<p>Service availability: 9.00am-5.00pm Monday to Friday</p> <p>First point of contact for library user in event of service problem: Library branch staff –www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Faculty team leader Director, Information Resources</p>

Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
<p>Access to archives of full text journals and other electronic resources.</p>	<p>Negotiate with suppliers for future access to electronic resources.</p>		<p>Service availability: For online services, refer Appendix One.</p> <p>First point of contact for library user in event of service problem: Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Faculty team leader Director, Information Resources</p> <p>Critical service dependencies on Monash support services: ITS for provision of support for critical services such as the library catalogue and the university network from Monday to Friday 9.00am to 5.00pm.</p>

Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
<p>Provision and maintenance of the electronic library catalogue.</p> <p>Creation of accurate library records of newly acquired materials.</p> <p>Checking of electronic links in the library catalogue records and fixing of broken links.</p>			<p>Service availability: For online services, refer Appendix One.</p> <p>First point of contact for library user in event of service problem: Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Faculty team leader Director, Information Resources</p> <p>Critical service dependencies on Monash support services: ITS for provision of support for critical services such as the library catalogue and the university network from Monday to Friday 9.00am to 5.00pm.</p> <p>Other: Dependent upon service providers to correct reported problems in a timely manner.</p>

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Service Statement 3:		Information Services	End users: Students and staff
Service Description:		Information services to enable library users to identify, locate and effectively use appropriate materials and services	
<p>Key Performance Indicators:</p> <p>1. 75% of library users satisfied with the quality of library service.</p> <p>Measured by:</p> <p>1. Library user survey conducted by Australian university libraries. Reported biennially.</p>			
Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
<p>Provision of information services including: responding to basic inquiries and to requests for in depth or specialised information. Includes advice on resources, facilities and services received in person, by telephone, email or electronically.</p>	<p>Professionally qualified staff available during core opening hours.</p> <p>Courteous, well trained and knowledgeable staff available to respond to library user inquiries.</p> <p>Provision of advice and assistance to encourage independent learning.</p> <p>Measurement of effectiveness of service delivery.</p>	<p>Information needs clearly conveyed to library staff in a timely manner.</p> <p>Library users expected to perform own information searches with advice and assistance from library staff.</p>	<p>Service availability: During advertised opening hours, with minimum availability of 9.00am-5.00pm Monday to Friday. www.lib.monash.edu.au/hours/ Telephone help – available 9.00am-5:30pm Monday-Friday. Email help – resolves or forwards for action 90% of requests within 48 hours Monday to Friday.</p> <p>First point of contact for library user in event of service problem: Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Subject librarian Faculty team leader Director, Client Services</p> <p>References: www.lib.monash.edu.au/</p>

Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
Provision of information sessions on library resources, facilities and services including: orientation tours; introduction to the library catalogue; basic and advanced information literacy classes; individualised sessions for new academic staff; promotion of information literacy skills and incorporation of assessable tasks.	Promote and conduct library sessions for students and staff at all branches. Liaise with academic staff on faculty requirements.	Timely advice to library staff of requirements for library information sessions. Promotion of sessions to students.	Service availability: Sessions as scheduled and by arrangement. First point of contact for library user in event of service problem: Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html Problem escalation procedures: Subject librarian Faculty team leader Director, Client Services References: www.lib.monash.edu.au

Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
<p>Provision of print and online guides to library resources, facilities and services including: database and subject guides; online library tutorials; brochures on library facilities and services.</p>	<p>Plan, produce and update guides as required.</p>	<p>Advise library staff of specific requirements.</p>	<p>Service availability: Print guides available during library opening hours. For online services, refer Appendix One.</p> <p>First point of contact for library user in event of service problem: Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Subject librarian Faculty team leader Director, Client Services</p> <p>Critical service dependencies on Monash support services: ITS for provision of support for critical services such as the library catalogue and the university network from Monday to Friday 9.00am to 5.00pm.</p> <p>References: www.lib.monash.edu.au/</p>

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Service Statement 4: Learning Skills		End users: Students and staff	
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			
<p>Key Performance Indicators:</p> <ol style="list-style-type: none"> The percentage of students that show improvement in identified learning skills (eg language and communication skills) from pre to post testing in a minimum of 3 identified units with integrated learning skills programs. <ol style="list-style-type: none"> 70% of students are satisfied (target mean of 4) in identified faculty units with integrated learning skills programs. 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). 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). <p>Measured by:</p> <ol style="list-style-type: none"> Pre (diagnostic) to post testing in identified faculty units. <ol style="list-style-type: none"> Pre and post Unit Evaluation data. Monash Experience Questionnaire, Course Experience Questionnaire Generic Skills scale, Monash Experience Questionnaire Generic Skills scale, Monash Support Experience Questionnaire. Doctoral/MPhil Exit Survey, Postgraduate Research Supervision Survey. 			
Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
Provision of learning skills services including: integrated and embedded programs within faculty curricula; discipline-specific and generic workshops and sessions; drop-in sessions and one-to-one support for identified cohorts, including HDRs, students registered with the DLU and identified 'at risk' students.	<p>Professionally qualified learning skills staff available during core opening hours.</p> <p>Proactive liaison with academic staff on faculty requirements.</p> <p>Development, promotion and conducting learning skills programs for students.</p> <p>Provision of assistance to encourage independent learning.</p>	<p>Clear and timely advice to learning skills staff of student needs and requirements for learning skills sessions.</p> <p>Active participation with the Library regarding integrating and embedding learning skills development within faculty curricula and for identified 'at risk' cohorts.</p> <p>Promotion of programs to students.</p>	<p>Service availability: During core library opening hours, with minimum availability of 9.00am-5.00pm Monday to Friday. Sessions as scheduled and by arrangement.</p> <p>First point of contact for library user in event of service problem: Library learning skills staff - www.lib.monash.edu/contacts/learning-skills.html Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Library frequently asked questions and online inquiries: https://my.monash.edu.au/askmonash/</p> <p>Problem escalation procedures: Learning skills adviser Manager, Learning Skills Director, Client Services</p>

	Measurement of effectiveness of service delivery.		References: www.lib.monash.edu/learning-skills/ www.lib.monash.edu.au/
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Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
<p>Provision of learning skills online and print resources, including: online learning materials and web-based networked resources, and print guides and other materials.</p>	<p>Plan, produce and update guides and other materials as required.</p> <p>Liaise with academic staff on faculty requirements for web-based networked skills development resources.</p>	<p>Advise learning skills staff of specific requirements.</p> <p>Promotion of online resources to students.</p>	<p>Service availability: Print guides available during library opening hours. For online services, refer Appendix One.</p> <p>First point of contact for library user in event of service problem: Library learning skills staff - www.lib.monash.edu/contacts/learning-skills.html Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Library frequently asked questions and online inquiries: https://my.monash.edu.au/askmonash/</p> <p>Problem escalation procedures: Learning skills adviser Manager, Learning Skills Director, Client Services</p> <p>Critical service dependencies on Monash support services: ITS for provision of support for critical services such as the library catalogue and the university network from Monday to Friday 9.00am to 5.00pm.</p> <p>References: www.lib.monash.edu/learning-skills/ www.lib.monash.edu.au/</p>

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Service Statement 5:		Physical Environment	End users: Students and staff
Service Description:		Study and work environment	
<p>Key Performance Indicators:</p> <ol style="list-style-type: none"> 1. 75% of library users satisfied with library facilities and equipment. 2. Ratio of 70:1 on campus students to workstations with network access. <p>Measured by:</p> <ol style="list-style-type: none"> 1. Customer survey conducted by Australian university libraries. Reported biennially. 2. Ratio of on campus students (EFTSU) per networked workstation. Reported annually. 			
Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
<p>Provision of a study and work environment with a range of facilities and services including: individual study carrels; flexible learning areas; laptop access to the university network; computers; workstations; printers; photocopiers.</p> <p>Provision of group rooms for study, discussion and multimedia viewing.</p>	<p>Actively develop, monitor and maintain a library environment which promotes learning.</p> <p>Provide facilities adequate for student needs and able to be booked ahead.</p>	<p>Advise on learning and teaching trends and requirements.</p> <p>Provide faculty plans and other relevant information.</p>	<p>Service availability: During advertised opening hours, with minimum availability of 9.00am-5.00pm Monday to Friday. www.lib.monash.edu.au/hours/</p> <p>First point of contact for library user in event of service problem: Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Library branch manager Director, Client Services</p> <p>Critical service dependencies on Monash support services: ITS for provision of support for critical services such as the library catalogue and the university network from Monday to Friday 9.00am to 5.00pm; Facilities and Services for supply and upkeep of facilities; OHSE for advice on safety standards and practices and monitoring.</p> <p>Other: Suppliers for product availability and maintenance. Some branches may not have all facilities.</p>

Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
<p>Provision of a secure and safe library environment, with an ongoing maintenance and improvement plan.</p>	<p>Actively monitor, maintain and develop a safe and attractive study environment.</p> <p>Ensure compliance with OHSE requirements.</p>	<p>Endorse appropriate behavior of students and compliance with library regulations.</p> <p>Communicate the value of the library to students.</p>	<p>Service Availability: During advertised opening hours, with minimum availability of 9.00am –5.00pm Monday to Friday. www.lib.monash.edu.au/hours/</p> <p>First point of contact for library user in event of service problem: Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Library branch manager University Security</p> <p>Critical service dependencies on Monash support services: Facilities and Services for supply and upkeep of facilities. OHSE staff for training courses, and for advice on safety standards and practices.</p>

Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
<p>Provision of services and facilities for library users with special needs including: library accessibility and collection access; specialised equipment and study aids; individual assistance.</p>	<p>Be well informed of university policy on services to students with disabilities and relevant legislation.</p> <p>Provide appropriate level of support to assist students including operating and maintaining specialised equipment and facilities.</p> <p>Provide access to print and electronic resources.</p>	<p>Provide support in case management of particular needs of individual students.</p> <p>Assist in enforcing library policies.</p> <p>Customised service requirements to be advised e.g. document conversion.</p>	<p>Service availability: During specified library hours. www.lib.monash.edu.au/disabilities/index.html</p> <p>First point of contact for library user in event of service problem: Library branch staff –www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Library branch manager Director, Client Services</p> <p>Critical service dependencies on Monash support services: Disability Liaison Unit for advice on students with special needs.</p> <p>References: www.lib.monash.edu.au/ www.lib.monash.edu.au/disabilities/</p>

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Service Statement 6: Services for Off Campus Students		End users: Off campus students and staff	
Service Description: Delivery of library resources to off campus students*			
<p>Key Performance Indicators:</p> <p>1. 90% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday.</p> <p>Measured by:</p> <p>1. Percentage of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday. Reported biannually.</p>			
Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
Provision of services to off campus students including: provision of loans, renewals, and photocopies; response to inquiries received via library web pages, the email help service, by mail, telephone and fax.	Infrastructure is made available to support off campus students as required.	Advise course developments that impact on demand for flexible library services.	<p>Service availability: Library staff available during advertised opening hours. www.lib.monash.edu.au/hours/ For online services, refer Appendix One.</p> <p>First point of contact for library user in event of service problem: Services for Off Campus Students – 1800 33194 Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Branch manager</p> <p>Critical service dependencies on Monash support services: ITS for provision of support for critical services such as the library catalogue and the university network from Monday to Friday 9.00am to 5.00pm.</p> <p>References: www.lib.monash.edu.au/ www.lib.monash.edu.au/flisu/</p>

*Off campus students are those in the following categories: a) students enrolled in an off campus learning course; b) students enrolled in a course that does not require on campus attendance; multi-modal students: students undertaking a combination of on and off campus courses.

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Service Statement 7:		Document Delivery Services	End users: Postgraduate students and staff
Service Description:		Delivery of requested items not available in home campus Monash Library	
<p>Key Performance Indicators:</p> <ol style="list-style-type: none"> 95% 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. <p>Measured by:</p> <ol style="list-style-type: none"> Percentage of requests dispatched to first potential supplier within one working day of receipt. Reported quarterly. Percentage of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt. Reported quarterly. 			
Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
<p>Provision of document delivery services for postgraduate students and staff, by obtaining from other libraries, books and other non-print materials for loan, and copies of articles and chapters for retention by the requestor.</p>	<p>Allocate annually a document delivery budget among faculties.</p> <p>Debit document delivery spending against quota.</p> <p>Monitor supply of material requested and chase items not received within anticipated times.</p>	<p>Provide full and accurate details of items requested.</p> <p>Comply with copyright regulations when requesting.</p> <p>Adhere to Document Delivery Services policies.</p> <p>Observe quota limits or supply additional funds, if required.</p>	<p>Service availability: For online services, refer Appendix One. Document Delivery Services office staffed a minimum of 9.00am-5.00pm Monday to Friday for counter assistance, telephone, fax and email inquiries.</p> <p>First point of contact for library user in event of service problem: Library branch staff – www.lib.monash.edu.au/contacts/ Telephone help – telephone service – 9905 5054 Email help – library@lib.monash.edu.au Or www.lib.monash.edu.au/forms/equery.html</p> <p>Problem escalation procedures: Document Delivery Services Librarian</p> <p>Critical service dependencies on Monash support services: Internal mail system and Monash courier services. ITS for provision of support for critical services such as the library catalogue and the university network from Monday to Friday 9.00am to 5.00pm.</p> <p>References: www.lib.monash.edu.au/docdel/</p> <p>Other: Dependent upon external providers for the quality and timely supply of materials. Copyright restrictions may limit availability of some material.</p>

Division: Monash University Library

Service Statement 8:		Partnerships*	End users: Students and staff, including overseas library users
Service Description: Services to hospital libraries; services to overseas campuses and centres; cooperative services and partnerships			
Key Performance Indicators: 1. Service level agreements negotiated with partner institutions.**			
Measured by: 1. Agreements completed and services provided as defined in service level agreements. Reported annually.			
Activities/Sub service	Library Responsibilities	Faculty Responsibilities	Other Information
Provision of services which Monash Library supports but for which there are additional partnership arrangements and for which the Library is not wholly responsible including: services to hospital libraries e.g. Monash Medical Centre, Alfred Medical Research and Education Precinct (AMREP); overseas campus and partnership libraries and collections e.g. Monash South Africa, Monash University Malaysia, TMC Singapore.	Negotiation with faculty or partner of achievable service level agreements or contracts. As appropriate, acquisition and cataloguing of materials; systems links to databases; advice and support.	Negotiation with the library of service level agreements or contracts. Monitoring and advice about service provision.	Service availability: As agreed upon in individual service level agreements/contracts. First point of contact for library user in event of service problem: Specified staff member Problem escalation procedures: Director, Client Services Science, Health & Engineering (for hospital libraries) Director, Corporate Services and International Development (for overseas libraries) Services excluded: As specified in individual service level agreements/contracts. Critical service dependencies on Monash support services As specified in individual service level agreements/contracts. References: www.monash.edu.au/international/oid/idt/index.html (Offshore Checklist of Library Resources & Services)

*Monash University Library supports some faculty activity through partnerships or special arrangements either in Australia or overseas. This service statement is intended to cover all such arrangements where Monash University Library is not wholly responsible for the provision of ongoing library services. The library, in some instances, may negotiate services with a managing company or other provider, not directly with individual faculties. In addition to the examples cited, this would include those instances where library services are required for a limited period of time for students enrolled at an overseas campus who come to undertake study at an Australian campus. Whenever a faculty is extending

services beyond Australian campuses, or is intending to offer a short term or special course, it is recommended that staff consult the library to create a specific purpose service level agreement.

** In this context, agreements range from reasonably informal exchange of documents, for example, services provided by Monash University Library to Monash South Africa Library, to formal contracts, for example, services provided by Monash University Library to hospitals affiliated with Monash University and/or their libraries.

MONASH UNIVERSITY LIBRARY

SERVICE STATEMENTS

APPENDIX ONE - ONLINE SERVICES AVAILABILITY¹

Online Services

The online services referred to in library service statements and which are specifically covered in this service availability policy are those which are critical to the library core business i.e. the library website, the library catalogue, Exams Online, Monash University Lectures Online, library databases, electronic books, serials, electronic reading lists, and network printing.

Library Core Service Hours

Library core service hours are Monday to Friday 8.30am to 5.30pm. During these hours full support for online services will be provided by the library's systems staff.

Service Availability

Many library resources are online services that under ideal conditions would be available all the time (total potential availability). However, failsafe systems are beyond the level of funding that is available to support the deployment of information technology at Monash. Accordingly, the library wishes to articulate specifically the level of service able to be guaranteed during the periods identified as follows.

(A) Total Potential Availability of Online Services

24 hours per day, every day of the year. Online services may be available but cannot be guaranteed.

(B) Supported Availability Period

Online services are guaranteed during the supported availability period. This period covers the core service hours Monday to Friday 8.30am to 5.30pm. Critical library systems are also supported during these hours by their service providers, as stipulated in contract agreements. Monash ITS provides support for critical services such as the library catalogue and the university network from Monday to Friday 9.00am to 5.00pm.

(C) Outside the Supported Availability Period

Online services may be available outside the supported availability period but cannot be guaranteed. Outside the supported availability period the library provides a limited on-call roster where a systems staff member is available to resolve operational issues as they arise. The on-call roster operates Monday to Thursday 5.30pm to 10.00pm, Saturday and Sunday 10.00am to 5.00pm.

This after hours support service is intended for use if major disruptions to services occur that are critical to the library's core business.

Library systems staff are NOT available Monday to Thursday 10.00pm to 8.30am; Friday 5.30pm to 8.30am; Saturday and Sunday 5.00pm to 10.00am; university gazetted holidays: Christmas to New Year, Easter (Good Friday to Easter Tuesday), Anzac Day, Australia Day.

Scheduled Downtime

The scheduled downtime for the library catalogue, which affects online services, occurs Monday to Sunday at 4.00am for approximately 30 minutes each morning.

Contact Details

If major interruptions to critical online services occur outside core service hours Monday to Friday 8.30am to 5.30pm but during the period systems staff are on call (See (C) above), library staff will contact systems staff directly.

¹ This document is based on a similar document by ITS at www.its.monash.edu.au/management/statements/ssnotes.html