

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 libraries, except Matheson Library Annexe*, were open during advertised opening hours	April, July, October and January	July-September 2005	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelved within 24 hours Monday to Friday	99.77% of items returned from loan were either reshelved or lent out again within 24 hours after the sample was selected	April, July, October and January	July-September 2005	Quarterly	% of items returned from loan reshelved within 24 hours Monday to Friday
85% of students agree that library services are readily accessible			Monash to advise	Monash to advise	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	Voyager catalogue was available 98.5% of library core service hours (based on 50 weeks of the year)**	April, July, October and January	July-September 2005	Quarterly	% of hours the library catalogue available during core service hours
<p>Further information: * Due to an electrical fault, Matheson Library Annexe was closed at 9pm on Monday and Tuesday 12-13 September, 2005, instead of the advertised closing time of 11.45pm. Temporary notices were displayed to inform patrons. (Total of 5.5 opening hours lost).</p> <p>** Some catalogue outages in late July and the end of September were due to the catalogue's main database server experiencing network problems or server back-up and other temporary configuration problems.</p>					

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	95.8%* of items requested within budget have been ordered	April, July, October and January	As at 30 September 2005	Quarterly	% of orders received that are placed by staff in the Information Resources Division
95% of web links in the library catalogue are accurate	98.8% of web links in the library catalogue were accurate	April, July, October and January	As at 15 September 2005	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			Monash to advise	Monash to advise	Monash Experience Questionnaire Report

Further information: *46,873 items were ordered January-September 2005 and we expect to meet or exceed the October target.

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	74%* of library users satisfied with the quality of library service	October 2005		Biennially	Customer survey conducted by Australian university libraries

Further information: * Satisfaction rating in corresponding customer survey held in 2003 was 72%. Satisfaction rating in 2005 compared with other universities in Rodksi Library Client database: the library has moved from being in the 3rd quartile in 2003 to the 2nd quartile in 2005.

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	64*% of library users satisfied with library facilities and equipment	October 2005		Biennially	Customer survey conducted by Australian university libraries
70: 1 ratio of on-campus students (EFTSU) to workstations	46:1** ratio of on-campus students (EFTSU) to workstations	October 2005		Annually	On-campus students (EFTSU) per workstation

Further information: * Satisfaction rating in corresponding customer survey held in 2003 was 63%. Median performance among universities in Rodksi Library Client database was 66%. The library has planned further initiatives to improve user satisfaction, taking into account survey results and comments.

** student numbers for 2005.

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	[No report]	January and July		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	95% of requests accepted were dispatched to the first potential supplier within one working day of receipt	April, July, October and January	July-September 2005	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 was forwarded to postgraduate students and staff within one working day of receipt	April, July, October and January	July-September 2005	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; cooperative 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	No changes to report	April and October		Biannually	Agreements completed and services provided as defined in service level agreements

Further information: