

**M25 Quality Working Group
Service Level Definition Template: Example**

NAMED SERVICE AREA: EMAIL ENQUIRIES		SERVICE MANAGER: ENQUIRY DESK TEAM LEADER	
SERVICE DEFINITION		WHAT WE EXPECT FROM OUR USERS	
<p>Enquiries sent to the Enquiry Desk by email will be dealt with within 24 hours during core opening hours.</p> <p>Subject specialist enquiries may be referred on to Faculty Librarians for more a more in depth response</p> <p>Subject specialist enquiries may also be sent directly to Faculty Librarians.</p>		<p>To attend induction and library skills training</p> <p>To use the library website for contact details</p> <p>To read FAQs on the library website first</p>	
MONITORING PROCESS	PERFORMANCE INDICATORS	REPORTING STRUCTURE	
Logging of enquiries made and time taken to answer them	<p>All general enquiries will be answered within one working day of receipt</p> <p>Subject specialist enquiries will be dealt with within 3 days of receipt</p>	<p>Annual report</p> <p>Statistics on the Library website</p>	
POLICY REFERENCE	BENCHMARK/S	REVIEW DATE	
Service Level Definition 14.2 User charter doc June 2005		July 2006	