

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

NAMED SERVICE AREA: FETCHING FROM STORE		SERVICE MANAGER: READER SERVICES MANAGER	
SERVICE DEFINITION		WHAT WE EXPECT FROM OUR USERS	
<p>Items will be retrieved from store within 2 working days of request</p> <p>The service is available to all library users but scanned copies of articles will only be provided to staff and students within the University.</p>		<p>Requests with complete and accurate bibliographical details</p> <p>Users to check the catalogue to ensure that items are not held on the open shelves.</p> <p>Store items requested should be collected within one week of request being placed.</p>	
MONITORING PROCESS	PERFORMANCE INDICATORS	REPORTING STRUCTURE	
Daily logs and monthly statistics	90% of Items to be sent from store by 3pm the next day	Library Services Senior Management Team	
POLICY REFERENCE	BENCHMARK/S	REVIEW DATE	
Library Strategic Plan & Estates Strategy		Review annually: next review July 2006	