

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

SERVICE AREA: OPENING HOURS		SERVICE MANAGER: CUSTOMER SERVICES MANAGER	
SERVICE DEFINITION		WHAT WE EXPECT FROM OUR USERS	
<p>Each library to be open as advertised wherever possible</p> <p>At least 7 days notice to be given to changes to published hours except for emergencies or unforeseen staff shortages</p> <p>Users to be alerted via Library Website</p>		<p>To check opening hours on website and in published guides</p> <p>To leave premises promptly when requested</p>	
MONITORING PROCESS	PERFORMANCE INDICATORS	REPORTING STRUCTURE	
<p>Checks kept on staffing levels and how often minimum staffing levels are reached</p> <p>Records kept of unforeseen closures</p>	All libraries open for 99% of published hours	<p>Annual Library Report</p> <p>Campus Users Forum</p>	
POLICY REFERENCE	BENCHMARK/S	REVIEW DATE	
User Charter doc. June 2004		June 2005	