

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

SERVICE AREA: LIBRARY CATALOGUE		SERVICE MANAGER: BIBLIOGRAPHIC SERVICES MANAGER	
SERVICE DEFINITION		WHAT WE EXPECT FROM OUR USERS	
<p>The Library catalogue will be an accurate record of all materials held within the University Library</p> <p>All items to be catalogued to Marc 21/AACR2 standards or other agreed standards</p>		<p>To notify the library of any errors or inaccuracies</p>	
MONITORING PROCESS	PERFORMANCE INDICATORS	REPORTING STRUCTURE	
<p>Check 1 record in 10 for accuracy</p> <p>Duplicate record checks on arrival of item</p>	<p>95% of records catalogued to an acceptable standard</p>	<p>Library Report (annual)</p> <p>Academic Librarians Group (termly)</p>	
POLICY REFERENCE	BENCHMARK/S	REVIEW DATE	
<p>Cataloguing Policy and Standards v 1</p>		<p>July 2005</p>	