

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

<b>SERVICE AREA: READING LISTS</b>		<b>SERVICE MANAGER: LIBRARY MANAGER</b>	
<b>SERVICE DEFINITION</b>		<b>WHAT WE EXPECT FROM OUR USERS</b>	
The library aims to ensure that in-print books on notified reading lists are ordered, received and catalogued promptly.		Academic staff to ensure all reading lists are sent to Faculty Librarian at least 3 months before module starts.  All reading list to be updated annually with indication of number of students on module.	
<b>MONITORING PROCESS</b>	<b>PERFORMANCE INDICATORS</b>	<b>REPORTING STRUCTURE</b>	
Orders for books on reading lists to be monitored from date of order to date of availability to the users.	80% of books on reading lists to be available to users within 8 weeks of order date	Library Management Group  Campus Learning Resources Group	
<b>POLICY REFERENCE</b>	<b>BENCHMARK/S</b>	<b>REVIEW DATE</b>	
Library Service Level document		Annually in October within annual Quality Review report	