

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

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| SERVICE AREA: CATALOGUING RESERVED 'ON ORDER' BOOKS | | SERVICE MANAGER: DATA SERVICES MANAGER | |
| SERVICE DEFINITION | | WHAT WE EXPECT FROM OUR USERS | |
| The Library will catalogue and make available all 'on order' books that have reservations attached within 5 working days of arrival on site. | | Not applicable | |
| MONITORING PROCESS | PERFORMANCE INDICATORS | REPORTING STRUCTURE | |
| Throughput of all reserved 'on order' books will be monitored throughout the year | 80% of reserved books catalogued and processed within 4 working days 100% within 5 working days | Library Management Group (monthly) Learning Resources Group (termly) Annual Library report | |
| POLICY REFERENCE | BENCHMARK/S | REVIEW DATE | |
| Service Levels Definitions doc. V.3 | | July 2006 | |