

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

<b>SERVICE AREA: INTER LIBRARY LOANS</b>		<b>SERVICE MANAGER: SITE SERVICES MANAGER</b>	
<b>SERVICE DEFINITION</b>		<b>WHAT WE EXPECT FROM OUR USERS</b>	
<p>To ensure an effective and efficient ILL service for items required by users but not held within the University Library's collections.</p> <p>This service is only available to support research, teaching and course related work.</p> <p>Undergraduates are limited to 20 requests per annum.</p>		<p>Requests with complete and accurate bibliographic details</p> <p>That users check the catalogue to ensure items are not held within the University Library.</p> <p>That borrowed items are looked after and returned on time</p>	
<b>MONITORING PROCESS</b>	<b>PERFORMANCE INDICATORS</b>	<b>REPORTING STRUCTURE</b>	
<p>Processing and despatch times monitored</p> <p>Supply times checked for 1 in 10 items</p>	<p>Requests to be sent off within 2 working days of receipt</p> <p>85% of requests to arrive within 7 working days</p>	<p>Annual Library Report</p> <p>Library Website</p> <p>Information Service Committee (3x p.a.)</p>	
<b>POLICY REFERENCE</b>	<b>BENCHMARK/S</b>	<b>REVIEW DATE</b>	
<p>Library Strategic Plans 2005-8</p> <p>Inter Library Loans Policy doc.5/09</p>		<p>July 2006</p>	