

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

SERVICE AREA: RE- SHELVING AND TIDYING		SERVICE MANAGER: CIRCULATION SERVICES SUPERVISOR	
SERVICE DEFINITION		WHAT WE EXPECT FROM OUR USERS	
<p>All returned books to be on 'returned shelves' within 4 hours/ all returned books to be fully re-shelved within 48 hours.</p> <p>All desks to be cleared at least once per day and books placed on "returned shelves" for re-shelving</p> <p>One complete shelf tidy per semester</p>		<p>Treat shelving order of books with respect</p> <p>When browsing the collection, put removed books back in correct sequence.</p>	
MONITORING PROCESS	PERFORMANCE INDICATORS	REPORTING STRUCTURE	
Sample each month to measure number of books found on shelves 2 days after return	<p>90% re-shelved within 48 hours</p> <p>100% re-shelved within 72 hours</p> <p>Exception periods are 1st week of semester and last teaching week</p>	<p>Library Report (annual)</p> <p>Campus Learning Resources group (monthly)</p>	
POLICY REFERENCE	BENCHMARK/S	REVIEW DATE	
Service Levels Definition doc. V2	Other University SLDs monitored	July 2006	