

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

<b>SERVICE AREA: RESERVATIONS</b>		<b>SERVICE MANAGER: CUSTOMER SERVICES MANAGER</b>
<b>SERVICE DEFINITION</b>		<b>WHAT WE EXPECT FROM OUR USERS</b>
<p>To provide stock that is placed on reserve to the first person in the reservation queue and the rest of the queue in order of date</p> <p>To action reservations that are not on the shelves at the home site. To retrieve and send those items that require transportation to a nominated site.</p> <p>To report via text or e-mail to users those items not found or missing</p>		<p>All users to follow reservation procedures to ensure a timely delivery and fairness to all users</p> <p>Users to report any problems to the Customer Services Manager promptly.</p>
<b>MONITORING PROCESS</b>	<b>PERFORMANCE INDICATORS</b>	<b>REPORTING STRUCTURE</b>
<p>Reservation lists are run every day to monitor the "find" rate.</p> <p>Subject librarians to be notified of any missing items for re-ordering</p>	<p>5 day maximum delivery from other sites (via inter-site transport) of items found on the reservation list.</p> <p>Review Complaints, Comments, Compliments statistics for trends</p>	<p>Annual Library Report</p> <p>Student Course Committee reps meeting</p>
<b>POLICY REFERENCE</b>	<b>BENCHMARK/S</b>	<b>REVIEW DATE</b>
RESPOL105		July 2006