

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

<b>SERVICE AREA: BOOK AVAILABILITY</b>		<b>SERVICE MANAGER: LIBRARY SERVICES MANAGER</b>	
<b>SERVICE DEFINITION</b>		<b>WHAT WE EXPECT FROM OUR USERS</b>	
The library aims to provide a reference or lending copy of every notified reading list book at the point of need.		Academic staff to notify the library of all reading list requirements at least 12 weeks before the books are needed.  That users return their library books on time.	
<b>MONITORING PROCESS</b>	<b>PERFORMANCE INDICATORS</b>	<b>REPORTING STRUCTURE</b>	
One day per year from 10am to 6pm on a day likely to be busy, using the user survey method.	65% availability according to user  75% availability according to actual provision on the shelf	Library Management Group  Campus Learning Resources Group  Campus Management Group  Academic Council	
<b>POLICY REFERENCE</b>	<b>BENCHMARK/S</b>	<b>REVIEW DATE</b>	
Library service level document		Annually after the survey day and the data analysis	