

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

NAMED SERVICE AREA: RESEARCH SKILLS		SERVICE MANAGER: ACADEMIC SERVICES MANAGER	
SERVICE DEFINITION		WHAT WE EXPECT FROM OUR USERS	
Research skill sessions, which develop advanced Information Literacy skills, are available to groups of students undertaking a project		Academic staff to arrange sessions and negotiate content with Information Adviser at least 7 days ahead Academic staff to timetable and encourage attendance by students Students to make every effort to attend	
MONITORING PROCESS	PERFORMANCE INDICATORS	REPORTING STRUCTURE	
Number attending each session recorded Sampling by evaluation forms Monitor use of stock and specific databases linked to groups attending sessions	At least 60% of a timetabled group attend All final year project groups (final year) to have attended a research skill session led by or with involvement of LIS	Monthly statistics Feedback/reports to Faculty LIS annual report	
POLICY REFERENCE	BENCHMARK/S	REVIEW DATE	
Library Strategic Plan 2005-8 Information Literacy policy		June each year	