

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

<b>SERVICE AREA: STUDY ENVIRONMENT</b>		<b>SERVICE MANAGER: READER SERVICES LIBRARIAN</b>	
<b>SERVICE DEFINITION</b>		<b>WHAT WE EXPECT FROM OUR USERS</b>	
Provision of a range and variety of suitably equipped learning spaces and study areas  Areas to be clean, tidy, well maintained and serviceable  Equipment to be in good working order  Items that are out of order to be dated with action taken		To treat areas within the library with care and respect  To observe rules about food, drink and litter  To notify library staff of any damage or broken items	
<b>MONITORING PROCESS</b>	<b>PERFORMANCE INDICATORS</b>	<b>REPORTING STRUCTURE</b>	
Daily checks of all areas  Weekly checks of equipment  Monthly walkthrough with LRC manager	Student feedback via satisfaction survey, focus groups etc.	Monthly site meeting	
<b>POLICY REFERENCE</b>	<b>BENCHMARK/S</b>	<b>REVIEW DATE</b>	
Library Charter		<b>July 2006</b>	