

Service Delivery Plan Area	Performance	Comments and Information
<p>representatives of the M25 Consortium and its member institutions.</p> <p>c) Maintain HTML templates and Cascading Style Sheets (css) for use on all the M25 web services and to ensure their use for a consistent 'look & feel' to the Consortium's web presence.</p> <p>d) Where feasible, ensure that pages added after 31 July 2004 are compliant with the relevant accessibility guidelines and directives</p>	<p>Met</p> <p>Met</p>	<p>Administrative Assistant access arranged.</p> <p>No maintenance necessary.</p> <p>New web pages are much more accessible.</p>
<p>Maintenance of Interactive Services</p> <p>3. Find-a-Library</p> <p>a) Provide continuous operation of the Find-a-Library service.</p> <p>b) Maintain the currency of the information displayed for each library by implementing within 5 working days revisions to content submitted by recognised member representatives.</p> <p>c) Carry out a review three times a year through recognised member representatives, of the content of all records within the Find-a-Library database.</p> <p>d) Add library information for new Consortium members within 5 working days of the data being received from the new member institution.</p>	<p>Met</p> <p>Met</p> <p>Partly Met</p> <p>Met</p>	<p>Service is very reliable</p> <p>Approx.37 changes to data ranging from minor updates to re-organisation of institutions/libraries</p> <p>Reviews done in August 04 and January 05. Next due July 05.</p> <p>Brighton added.</p>
<p>4. Visit-a-Library:</p> <p>a) Provide continuous operation of the Visit-a-Library service.</p> <p>b) Maintain the currency of the information displayed for each library by implementing within 5 working days revisions to content submitted by recognised member representatives.</p> <p>c) Carry out an annual review through recognised member</p>	<p>Met</p> <p>Partly Met</p> <p>Met</p>	<p>Service is very reliable</p> <p>Approx 20 edits to institutional data but on occasion difficult to extract necessary data.</p> <p>As agreed at January M25 meeting,</p>

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<p>representatives of the content of all records within the Visit-a-Library database.</p> <p>d) Add access information for new Consortium members as prioritised by the RDWG.</p>	Met	<p>thorough overhaul of SCONUL, UKLP and M25 scheme data. Next review due summer 05.</p> <p>All members on tool.</p>
<p>5. Search Catalogues</p> <p>a) Provide continuous operation of the InforM25 Search catalogues service.</p> <p>b) Check daily (weekdays) the operational status of the distributed Z-servers. If any server has been inoperative for three consecutive days, carry out appropriate tests and advise local system administrator. Inoperative servers may temporarily be removed from the Search Catalogues user-interface at the discretion of the M25 Systems Team.</p> <p>c) Add new Z-servers to the service (e.g. for new Consortium members) as prioritised by the RDWG.</p> <p>d) Liaise with library system vendors on Z39.50 issues as appropriate.</p>	<p>Met</p> <p>Met</p> <p>Partly Met</p> <p>Met</p>	<p>Service has operated reliably.</p> <p>Generally high availability, 13 problems overcome with help from institutional representatives such as firewall, IP changes and system upgrades.</p> <p>Brighton, Kew, NHM, Sussex and TVU added. Service now has 41 catalogues.</p> <p>Liaison with Talis for new Prism Z-server operation and also with Endeavor to enable consistent search types.</p>
<p>6. ULS</p> <p><i>[Please note that the previous separate service agreement for the Union List of Serials is superseded by this Service Plan]</i></p> <p>a) Provide continuous operation of the ULS service.</p> <p>b) Undertake maintenance of the ULS software and user interface.</p>	<p>Met</p> <p>Met</p>	<p>Service has had no failures.</p> <p>Minor changes/updates undertaken</p>

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<p>c) Notify designated member representatives at least one working day in advance of any anticipated down-time via the lis-london email list.</p> <p>d) Liaise with designated member representatives regarding their submission of data for the ULS.</p> <p>e) Carry out a three-monthly review of the currency of the data held within the ULS through the designated member representatives.</p>	<p>Met</p> <p>Met</p> <p>Partly Met</p>	<p>No planned downtime</p> <p>Technical work to implement new data transfer method needed. Interim data update progressing.</p>
<p>7. General Tasks</p> <p>a) Provide online help facilities for all services. Review the currency of the help provided at least every 3 months.</p> <p>b) Operate an email query service for all aspects of the Consortium's web services through M25Libadmin@lse.ac.uk Respond to queries within 2 working days, including referral to any relevant third-party.</p> <p>c) To undertake maintenance of the InforM25 software modules, user interfaces and static web pages including carrying out practical improvements to the services to the benefit of the Consortium. Also to consider areas for future development of the services.</p>	<p>Met</p> <p>Met</p> <p>Met</p>	<p>FAQ regularly reviewed and updated as necessary.</p> <p>Most communications responded to within the required time period. Over 600 communications dealt with during the year.</p> <p>Changes made to Visit-a-library interface, sort order on Find-a-library & Search-catalogues configurable and FAQ data now taken from M25 database. Involvement in M25 web review and RDWG activities.</p>

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<p>8. Reporting and Review</p> <p>a) To report regularly to the M25 RDWG (and via the M25 RDWG to the M25 SG) on the current status of the M25 web services, activities of the M25 Systems Team, current issues, anticipated workloads and quality maintenance in respect of the web services. To receive advice from the RDWG on work priorities.</p> <p>b) To produce an Annual Performance Report with respect to this Service Plan for circulation to all Consortium members.</p> <p>c) To review this Service Plan through the M25 RDWG in accordance with any significant changes to the operational circumstances of the services.</p>	<p>Met</p> <p>Met</p> <p>Met</p>	<p>Regular reports to RDWG, SG, M25 meetings and via newsletter.</p> <p>Next review due July 2005.</p>

J Gilby, M25 Systems Team Project Manager, June 2005.