

## Service Level Definition: Document supply/interlibrary loans (August 2012)

<b>SERVICE AREA: Document supply/interlibrary loans</b>		<b>MANAGER: Head of Library &amp; Learning Resources</b> <b>Responsibility: Library assistant on duty</b>	
<b>SERVICE DEFINITION</b>		<b>WHAT WE EXPECT FROM OUR USERS</b>	
<p>To ensure an effective and efficient ILL service for items required by users but not held within the COMET Library collections</p> <p>This service is available to support research, teaching and course related work</p> <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 by purchasing a copy of borrowing from another library</p> <p>To report via text or email to users those overdue items needed by another user</p>		<p>Requests with complete and accurate bibliographic details</p> <p>That requesters check that the item is not available for them to download for themselves</p> <p>That borrowed items are looked after and returned on time</p> <p>Users to follow reservation procedures to ensure a timely delivery and fairness to all users</p> <p>Users to report any problems to the Librarian</p>	
<b>MONITORING PROCESS</b>	<b>PERFORMANCE INDICATORS</b>	<b>REPORTING STRUCTURE</b>	
<p>Processing and despatch times monitored</p> <p>Reservation lists are run every day to monitor the waiting time</p> <p>Librarian to be notified of any missing items for re-ordering or items on long-term loan or unlikely to be returned</p>	<p>Requests to be sent off on the same working day or the next working day of receipt</p> <p>85% of requests to arrive within 3 working days</p> <p>5 day maximum delivery from other libraries in the East of England</p>	Annual Library Report will include statistics, evidence of monitoring and reviewing standards	
<b>POLICY REFERENCE</b>	<b>BENCHMARK/S</b>	<b>REVIEW DATE</b>	
The COMET Library Service Level Definition for Users B ii Document Supply/Interlibrary loans		Annually reviewed: next date June 2013	