

<b>Service Standard: Athens Passwords</b>	<b>Responsibility for Standard: Bevan Librarian</b>
<b>Service Definition:</b> The named administrator is the Bevan Librarian. Resolve direct enquiries within a 24 hour working period including resetting and renewing passwords if the renewal period has expired. Promote the use of the automated Eduserve system. Exceptions: Eduserve website failure, computer downtime, staff absence	<b>What we expect from our users</b> Active and appropriate email address given to staff to respond to or correct telephone contact details supplied.

<b>Monitoring Process</b>	<b>Performance Indicators</b>	<b>Review Date</b>
Random selection of 10 requests checked on quarterly basis	<b>PI 1:</b> 95% of requests responded to within 24 working hours	<b>September 2015</b>
All requests checked on a quarterly basis	<b>PI 2:</b> 95% of complex enquiries responded to within 24 working hours	<b>September 2015</b>

The results of the performance indicators for this service will be included in the Annual Report for the Bevan Library