

Service standard: Document Delivery		Responsible for Standard: Bevan Librarian & Library Assistant
Service definition: Supply of articles and other documents to our own users from our own stock, digital collections and from other libraries. Requests will be acknowledged with sources and possible cost implications within 48 hours Standard does not include The provision of articles to other libraries		What we expect from our users Requests to be sent in a recognised bibliographic referencing format with accurate information and to include up to date contact details for the reader. There will be an understanding that every effort and source will be utilised to fulfil a request but that not all documents will be obtainable. Exceptions: Inability to supply requests due to incomplete collections or service disruptions to the supplying library. Excessive time taken by other libraries to supply requests.
Monitoring Process	Performance Indicators	Review date
Random selection of 20 requests checked on a quarterly basis	PI 1: 95% of requests checked and sourced within 48 hours	September 2015
Random selection of 20 requests checked on a quarterly basis	PI 2: 95% of requests supplied from agreed sources within 5 days where exceptions do not apply	September 2015

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