

**SERVICE LEVEL AGREEMENT 2001 – 2002**  
**State Library of Victoria / VICLINK**  
**Draft for comment 19 Feb 2001**

<i>Performance standard</i>	<i>Target</i>	<i>Actual</i>
<b>NUMBER OF INQUIRIES</b>	Number to be decided	
<b>TURNAROUND TIME</b>	85% completed within 2 working days	
<b>TIME TAKEN PER QUERY</b>	1 hour limit per question	
Satisfaction with service (survey as determined by Steering Committee)	90% indicate responses “relevant” to their needs 90% rate service “welcoming” or better	
<p><b>LIAISON/ PROMOTION</b> Attendance by relevant SLS manager or Vision staff at relevant public library meetings and forums</p> <p>Ongoing involvement in training and development</p> <p>Visits by Vision staff to public libraries</p> <p>Visit by public library staff to SLV</p> <p>Number of newsletters distributed</p> <p>Web page developed and maintained</p>	<ul style="list-style-type: none"> <li>• All Ref. Coop meetings attended</li> <li>• 2 CPLG meetings per annum</li> <li>• VICLINK meetings attended as required</li> </ul> <p>Contributions from Vision staff to Ref Coop and Statewide Training Project Committee</p> <p>Per annum visit (if required) in consultation with public libraries(1 metropolitan regional service, 1 city service, 1 Country public library service)</p> <p>1 Ref Coop meeting per annum to be held at SLV; other visits as agreed</p> <p>To be determined by survey</p> <p>Page updated 4 times per year</p>	
<p><b>REPORTING</b> Regular meetings of Vision Steering Committee</p> <p>Vision Committee review of agreement</p> <p>Vision Steering Committee advocacy and reporting role</p>	<p>4 meetings per annum</p> <p>Review and redraft by March 2002</p> <p>Committee to include 2 ref. librarians, a country public librarian and a public library manager</p>	