

Research Library

Service Level Agreement



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THE SLAC RESEARCH LIBRARY PURPOSE

The SLAC Research Library exists to support the information needs of the laboratory staff, as resources allow, by

- **facilitating access to information resources**
- **developing collections of materials**
- **providing services and facilities to help users exploit these resources to the full.**

Our goal is to provide efficient and effective services, and to be responsive to the changing needs of our patrons and the laboratory as outlined in the laboratory Strategic Plan.

THE SERVICE LEVEL AGREEMENT

The Research Library Service Level Agreement outlines the core services that the Research Library provides from the resources allocated to us by the laboratory. Our service provision is inevitably constrained by the level of resources we receive. Our aim is to ensure that we deliver maximum value for money, that our services provide the closest possible match to user needs and that we are open about our decision-making and accountable for our actions.

We review comments made to us through our formal and informal contacts with users. We welcome comments on it at any time.

Comments may be sent directly to library@slac.stanford.edu.

Further information about SLAC Research Library services is included on our website:
<http://www-group.slac.stanford.edu/library/>

General Information

The SLAC Research Library is a Coordinate Library of Stanford University, and participates in cooperative purchasing and licensing with Stanford University Library (SUL) to the fullest extent possible.

SLAC Research Library services are delivered directly to our users over the laboratory network and the web.

The Research Library maintains a small reading room in Building 050, as well as hard-copy collections in storage on and off the SLAC campus.

Access

Borrowing of SLAC Research library materials and the use of library services are restricted to those holding a valid SLAC identification badge and possessing a valid SLAC computer account.

SLAC Research library materials and services are provided to laboratory staff only in connection with and in support of their job-related duties and assignments.

SLAC staff members holding a valid Stanford University ID card are eligible to use the Stanford University Libraries (SUL) collections and services, subject to current SUL access and privileges policies.

Public access to the SLAC Research Library reading room is not allowed.

Responsibilities of Users

SLAC staff should undertake the responsibilities described in the individual sections of this agreement and:

- be responsible for all library transactions made with their computer account and for all borrowed library materials
- report any losses as soon as possible, and arrange for departmental or personal payment of the current cost of replacement of lost library material(s)
- observe the Research Library and SUL Rules

Monitoring the Agreement

The SLAC Research Library is committed to maintaining a high level of service to its users and to improving service where resources permit. The Library will:

- set itself performance targets within the Service Level Agreement which meet the needs of the Library's users, and which are at the same time realistic and attainable
- maintain metrics on services provided in order to document performance

DESCRIPTION OF SLAC RESEARCH LIBRARY COLLECTIONS AND SERVICES

For each collection and service the SLAC Research Library offers, the following information is given:

Service name	The name of the collection or service
Basic description	An outline description of the collection or service
Eligibility	Details who is eligible to use the described service
Library responsibility	Details of what the Research Library offers as part of this collection or service
User responsibility	Any users of the collection or service are expected to conform to these criteria
Service hours	Availability of the collection or service
Service targets	Any target response or delivery times
Service statistics	Statistics and performance measures reported on the Library website

Service name	<i>Electronic Resources Access</i>
Basic description	A central service to allow campus wide (SLAC and Stanford) network access to a selection of online electronic resources.
Eligibility	SLAC staff
Library responsibility	<p>Working with SUL and IT to:</p> <ul style="list-style-type: none"> • provide and maintain a central service to allow campus-wide network access to a range of purchased and licenses electronic resources including <ul style="list-style-type: none"> • eBook collections • reference works and/or technical reports • full text journal services • bibliographic and abstracting databases • coordinate registration procedures, where necessary, for these resources • liaise with network users
User responsibility	Use the networked service only to obtain material directly related to their research at SLAC.
Service hours	Available 24 hours a day, 365 days a year, apart from scheduled closures and 'at risk' periods of the laboratory or University data networks.
Service targets	Online electronic resources: available 95% of service hours. Updates made within two weeks of receipt.
Service statistics	Annual acquisitions, stand-alone issues, usage.

Service name	<i>Library Catalogue and Other Bibliographic Services</i>
Basic description	An online public catalogue of SLAC Research Library holdings that will be available over the university network with a gateway to allow internet access.
Eligibility	SLAC staff
Library responsibility	<p>The Library will:</p> <ul style="list-style-type: none"> ensure that the catalogue provides basic bibliographic information which will adequately identify and locate all items, as well as availability/loan information where applicable. <p>The catalogue will:</p> <ul style="list-style-type: none"> include <ul style="list-style-type: none"> details of subscriptions to electronic resources and full text journals direct links to full texts from the catalogue entry where possible details of journal issues available provide online help to assist in the use of the catalogue implement the best practice of national and international standards where practicable and introduce system upgrades and other improvements where possible. provide gateway access to the networked SUL catalogues of SUL and to relevant electronic databases and other online services
User responsibility	<p>Users of the catalogues and other networked services should:</p> <ul style="list-style-type: none"> familiarize themselves with use of the catalogues through the online help observe the conditions of any license governing the use of all or any of the local or networked databases / electronic resources
Service hours	Available 24 hours a day, 365 days a year, apart from regularly scheduled downtime for essential maintenance work. Up to 2 days downtime may be required for system upgrades as advertised, when/if applicable.
Service targets	<ul style="list-style-type: none"> Urgently required material processed within 1 working day Details of journal issues received added within 5 working days Catalogue available 95% of service hours
Service statistics	Items catalogued.

Service name	<i>Circulation</i>
Basic description	A service for the loan, return, recall and reservation of library material designated as circulating
Eligibility	SLAC staff
Library responsibility	<p>The Library will provide:</p> <ul style="list-style-type: none"> recall of requested materials from off-site storage an e-mail renewal service self-access to the circulation service for eligible SLAC staff: <ul style="list-style-type: none"> requests via Online Public Access Catalogue (OPAC) issue via self-service terminal electronic notices to borrowers relating to items overdue or subject to recall, reservations awaiting collection, and details of fines or other charges owed to the Library. Notices will be generated and dispatched daily (Monday-Friday)

	<ul style="list-style-type: none"> on the request of an individual borrower, and subject to data protection provisions, a list of the items currently checked out by that individual
User responsibility	<p>The users of the circulation service will:</p> <ul style="list-style-type: none"> be responsible for all personal transactions ensure that all material they intend to borrow has been properly issued to them before they leave the Research Library reading room observe any return dates for the material issued to them return items to the Library return drop-box in Building 050 as soon as they have finished using them respond promptly to notices on reserved and recalled items and items overdue renew the loan of an item before the existing loan period expires promptly pay any fines or invoices due on late returns, lost or damaged items contact the Research Library staff as soon as possible if they wish to ask any questions about their borrowing record treat Library staff with a generally accepted level of courtesy
Service hours	<ul style="list-style-type: none"> Designated service hours are the same as the laboratory's general business hours Self-service and returns are available all hours building is open
Service targets	On-line system: available 99% of designated service hours + back-up issue-only system during down time
Service statistics	Issues/renewals, returns and reservations

Service name	<i>Interlibrary Lending & Document Supply</i>
Basic description	A service to supply material that is not available at SLAC through borrowing from other libraries and through purchase from document supply organisations
Eligibility	SLAC staff
Library responsibility	<p>The Library will:</p> <ul style="list-style-type: none"> monitor the supply period for requests and chase all requests on which there is a delay obtain materials as quickly as possible at the best available price actively seek alternative methods of materials provision, including online journals provision and integrated electronic document delivery systems
User responsibility	<p>Staff using this service should:</p> <ul style="list-style-type: none"> use the service only to obtain material directly related to their research at SLAC check SLAC and SUL catalogues for local availability before submitting requests, and provide full and accurate references for the material requested; submit requests in sufficient time to meet any deadlines. The Research Library staff can usually advise on likely waiting periods for types of materials observe any copyright conditions on borrowed material, as well as any other conditions laid down by the supplying organisations. Loss or damage of material will be charged for, as will late return of items
Service hours	Designated service hours are the same as the laboratory's general business hours

Service targets	<ul style="list-style-type: none"> • Requests for material will be despatched within one working day of receipt • Requested material or a notice of its availability, will be forwarded within one working day of its arrival
Service statistics	Items supplied; items borrowed.

Service name	<i>Industrial Standards and Codes</i>
Basic description	A service to supply access to industrial standards and codes
Eligibility	SLAC Staff
Library responsibility	<p>The Library will:</p> <ul style="list-style-type: none"> • obtain basic access to requested standards and codes as quickly as possible at the best available price • review/respond to on-demand requests for individuals and chase all requests on which there is a delay • require departmental charge number(s) from staff for requests received after the annual FY budget for purchase of standards and codes has been exhausted; or in those instances when enhanced (vs. basic) access is requested
User responsibility	<p>Library users should:</p> <ul style="list-style-type: none"> • use the service only to obtain standards and codes directly related to their work at SLAC • check SLAC and SUL catalogues for local availability before submitting requests, and provide full and accurate references for the material required • submit requests in sufficient time to meet any deadlines • observe all copyright and licensing conditions, including limits on distribution, posting, copying and sharing of individual copies of standards or codes • provide a departmental charge number for purchase of enhanced access, when desired
Service hours	Designated service hours are the same as the laboratory's general business hours
Service targets	<ul style="list-style-type: none"> • Requests for material will be despatched within one working day of receipt • Requested material or a notice of its availability, will be forwarded within one working day of its arrival
Service statistics	Items supplied, annual cost

Service name	<i>Library Web Site</i>
Basic description	A web site providing information about the Library and links to services and other sources of information.
Eligibility	All Library users and visitors.
Library responsibility	<p>The Library website (http://www-group.slac.stanford.edu/library/) will provide:</p> <ul style="list-style-type: none"> • basic information about all library services and collections • links to the Library catalogues, databases, and other electronic resources • news about new developments and projects • links to other relevant sources of information available via the Internet

	<ul style="list-style-type: none"> links to the SUL website and resources available to SLAC staff through SUL services
User responsibility	Library users should: Use the Library's website to find out basic information about the Library and to access the Library's networked services
Service hours	Available 24 hours a day, 365 days a year, apart from scheduled closures and 'at risk' periods of the laboratory or University data networks
Service targets	The web pages will be updated regularly, and all links will be checked at least quarterly. Available 99% of service hours
Service statistics	Web accesses

Service name	<i>Reference and Information Service</i>
Basic description	A general information service, taking queries via email generating tracked ServiceNow tickets, providing access to a range of Library services.
Eligibility	SLAC staff
Library responsibility	The Library will provide: <ul style="list-style-type: none"> full reference and information service with a target response time of 5 business days The full reference and information service will: <ul style="list-style-type: none"> provide information on Library services, resources and collections provide basic assistance with <ul style="list-style-type: none"> catalogue usage the use of databases the use of general reference works refer staff to other departments if appropriate
User responsibility	Library users should: <ul style="list-style-type: none"> seek information, assistance or referral through the Library's ServiceNow service catalogue treat Library staff with a generally accepted level of courtesy
Service hours	Designated service hours are the same as the laboratory's general business hours
Service targets	All enquiries will either be dealt with by the Research Library staff or referred to another member of SLAC or SUL staff in a better position to provide an answer to the enquiry
Service statistics	Inquiry counts, response times available in ServiceNow reports.

Service name	<i>Photocopying</i>
Basic description	A photocopying service, including scanning
Eligibility	All Library users and visitors.
Library responsibility	The Library will provide <ul style="list-style-type: none"> self-service photocopying and scanning in Building 050 guidance on copyright observance
User responsibility	Users of the Library's photocopying facilities should: <ul style="list-style-type: none"> observe any copyright conditions familiarise themselves with the procedures for self-service photocopying and scanning before using the equipment treat all library material to be photocopied or scanned with special care, and seek the advice or assistance of the staff as appropriate
Service hours	Self-service and basic assistance: all scheduled open hours of Building 050

Service targets	Available 95% of advertised opening hours. Requests for maintenance and repair of equipment will be sent within one working day.
Service statistics	Copies /scans

Service name	<i>User Suggestions and Comments</i>
Basic description	A channel for inviting and responding to user suggestions and comments (including complaints)
Eligibility	SLAC staff
Library responsibility	The Library will: Respond to suggestions and comments within five working days
User responsibility	Library users should make suggestions and comments via email to Library@slac.stanford.edu
Service hours	Designated service hours are the same as the laboratory's general business hours
Service targets	Response within 5 working days
Service statistics	Numbers of suggestions, comments and complaints received

APPENDIX: SLAC RESEARCH LIBRARY RULES

1. Who can Access the SLAC Research Library

The Library is open to all members of the SLAC staff.

2. Borrowing

- a. Borrowing of SLAC Research library materials and the use of certain services are restricted to those holding a valid SLAC identification badge and holding a valid SLAC computer account.
- b. No item may be removed from the Library until the loan has been properly checked out before exiting. Illicit removal of items from the Library will be treated as a serious disciplinary offense.
- c. The Research Library Manager may require that certain works be used only within the Library or may place certain works on Short-term Loan either temporarily or permanently.
- d. Staff may borrow materials until such time as another staff member requests use of the item. Staff must respond to recall requests promptly, and return recalled circulating materials by the date requested by Library staff.
- e. Staff members must return all borrowed items before they finally leave the SLAC.
- f. Returned items must be handed to a staff member or placed in the designated returns box. The member who is recorded as the borrower will be held responsible for the return of the item to the Library and will be liable for the cost of the repair or replacement of any item damaged or lost while the loan record remains on file.
- g. Books on loan may be reserved. The requester will be notified when the book is available.
- h. Material forming part of the Library's Special Collections is subject to special regulations and does not circulate.
- i. The Research Library does not purchase nor provide access to
 - i. Single-license or single-use e-books
 - ii. Problem Solution set or other teaching materials

3. Borrowing from other sources (including other libraries and document supply organizations)

- a. Inter-library loan facilities are available to current SLAC staff.
- b. Inter-library loan material is subject to any conditions imposed by the lending Library /organization or by the SLAC Research Library Manager. Failure to comply with such conditions may lead to the suspension of all borrowing privileges.
- c. No charge shall normally be made for items borrowed from other libraries/organizations, but, if the cost of the loan exceeds a limit established by the Manager of the Research Library based on current

funding levels, the borrower's department may be asked to pay the excess.

4. General

- a. Library users must follow all SLAC policies, including health and safety requirements.
- b. Smoking anywhere in SLAC buildings, including the Library Reading Room, is prohibited.
- c. Illicit removal of Library material is a serious disciplinary offence
- d. All staff and visitors must take good care of Library materials and equipment (including fittings, fabric and fixtures) and must not mark, deface, or damage them; or cover or obscure library barcodes or stamps. Causing damage to Library materials is a serious disciplinary offence.
- e. Books lost or damaged while on loan should be immediately reported to the Research Library Manager.
- f. Silence must be observed in the Research Library Reading Room: readers must avoid any behavior disturbing to others.
- g. Litter must be placed in the waste bins provided.
- h. The use of personal stereos or radios and cell phones is prohibited within the Library (Use of cell phones will be taken to mean "noise or nuisance created by the clearly audible ringing, verbal response to calls or participation in audible conversations via a cell phone".)
- i. Computers and computer terminals located in the Library may not be used for playing games or for other non-academic purposes.
- j. Users are subject to the existing SLAC, DOE and Stanford University conditions of computer use. Personal property may not be left in the Library overnight.
- k. All members of the Library staff are empowered to enforce discipline in the Library.

5. Hours

- a. Designated service hours are the same as the laboratory's general business hours.
- b. The Research Library is closed whenever the laboratory itself is closed (on weekends, holidays, and during the annual winter shutdown, etc.)