



## Services and targets

**Library Services** supports the University through access to information resources and services.

### LIBRARY SERVICES

Service	Description	Target
AskQUT	Fast, accurate, around-the-clock assistance to QUT staff, students and visitors.	Response to enquiries within three working days.
Borrowing Services	Shelf availability of the Library's collection of books and audiovisual materials. Access to books and audiovisual material held at other QUT campuses.	All (100 per cent) materials are shelved within two days of return or in-house use. 95 per cent of intercampus loans are delivered within two working days.
Course Materials Database (CMD)	Access to electronic copies of recommended readings selected by lecturers.	95 per cent of readings are available within four days of advice from academic staff.
Library Collections	Access to print and electronic resources.	90 per cent of new monographs are available within 21 days of receipt. eResources will be available 24 hours a day, seven days a week 95 per cent of the time.
QUT ePrints	Access to electronic copies of academic papers written by QUT researchers.	95 per cent of ePrints are accessible via the QUT Digital Repository within five days of submission.

For more information about our services please refer to our Service Catalogue [www.tils.qut.edu.au/about/services](http://www.tils.qut.edu.au/about/services)

Library Services is committed to continuously improving our services and we encourage you to contact us with feedback or enquiries you may have.

#### CONTACT US

**Library Services** | GPO Box 2434, Brisbane 4001 | Phone 3138 1613 | Fax 3138 2485  
[www.library.qut.edu.au](http://www.library.qut.edu.au)

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