



# The Complete Guide to Preparing and Implementing Service Level Agreements

*Sheila Pantry, Peter Griffiths*

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Service Level Agreements are being used increasingly in the ILS sector as a means of ensuring quality of service and value for money. This volume offers librarians and information managers practical, step-by-step guidance to constructing and implementing an SLA. An SLA is an agreement between two parties which details the essential elements of services to be delivered by the supplier to the client. This incorporates the range of relationships the information unit may have, both with its suppliers and with the parent body. Using case studies, examples and checklists, the book explains the fundamentals of SLAs, how they work and the implications for a library and information service staff. It includes information on managing your customers, legal constraints and trouble-shooting.

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