

Trust Library Services Standards

Standards are publicised within the library and on our Intranet page and website.
We will review them each year and produce an annual report showing how closely they are maintained.

Customer Satisfaction

- ★ we aim to achieve at least 85% on our overall information skills training customer satisfaction
- ★ we aim to achieve at least 85% on our overall literature search service customer satisfaction

National Standards Compliance

- ★ we aim to achieve a green (90% and above) on the annual Library Quality Assurance Standards score

Enquiries & Feedback

- ★ we will provide a staffed enquiry service Monday-Thursday 8.30am-5.30pm and Friday 8.30am-4.30pm
- ★ we will answer standard enquiries, via telephone, email and face to face within 1 working day of receipt and 90% of complex and extensive enquiries within 3 working days of receipt
- ★ we will acknowledge feedback and complaints within 2 working days of receipt and send a formal response within 20 working days of receipt

Access to Services

- ★ we will process 95% of inter library loan requests within 1 working day of receipt
- ★ we will respond to all literature search requests within 1 working day of receipt
- ★ we will undertake at least 95% of literature search requests within the customer's stated time frame

Library inductions

- ★ we aim to offer a library induction to >95% at the point of registration
- ★ we aim to attend 100% of Trust 'One Great Day' inductions

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