



Enquiries Service Standard

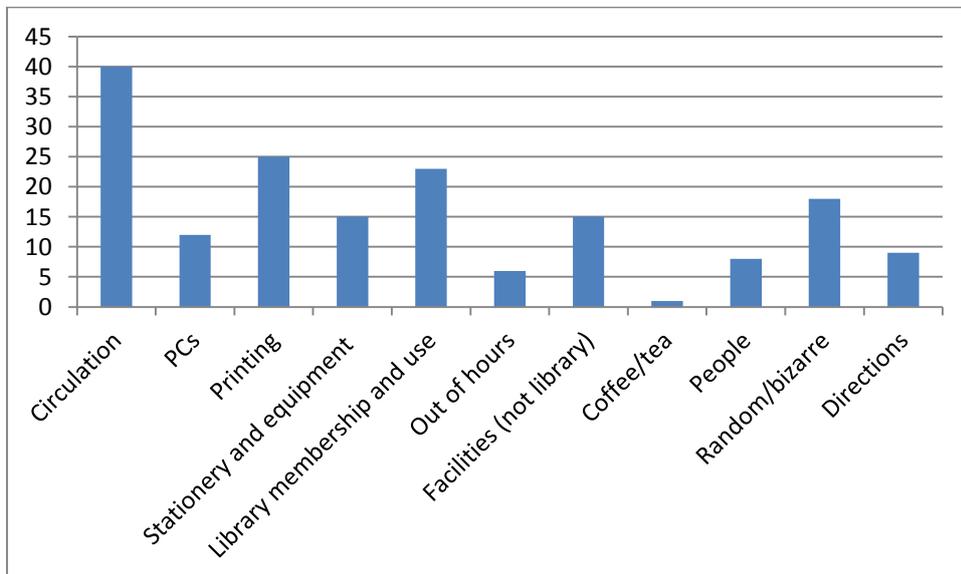
Standard	Target	Measurement	Action
All enquiries dealt with effectively and courteously	100% customer satisfaction	<ul style="list-style-type: none"> Record all enquiries for a week 	<ul style="list-style-type: none"> Analyse all enquiries that aren't either routine or lead to something else – requests, issues etc – that we measure separately Consider training if relevant

To measure our service against this standard Northumbria Healthcare Library service recorded all enquiries across its 4 sites for one week.

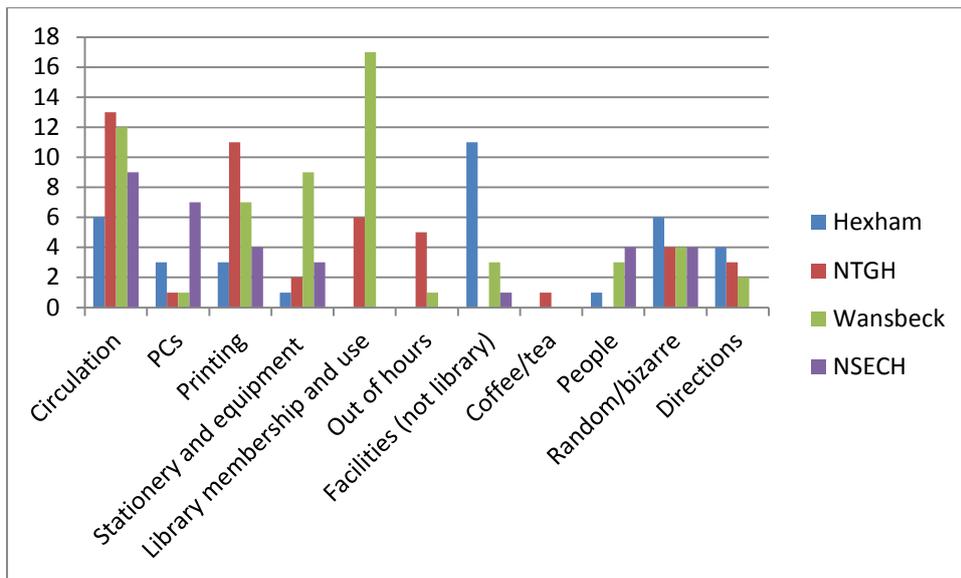
Routine enquiries (printing, directions, circulation)	172
Resource-related queries	51
Total	223

The routine enquiries could be divided into main headings and by Library site, as shown here:

Routine enquiries



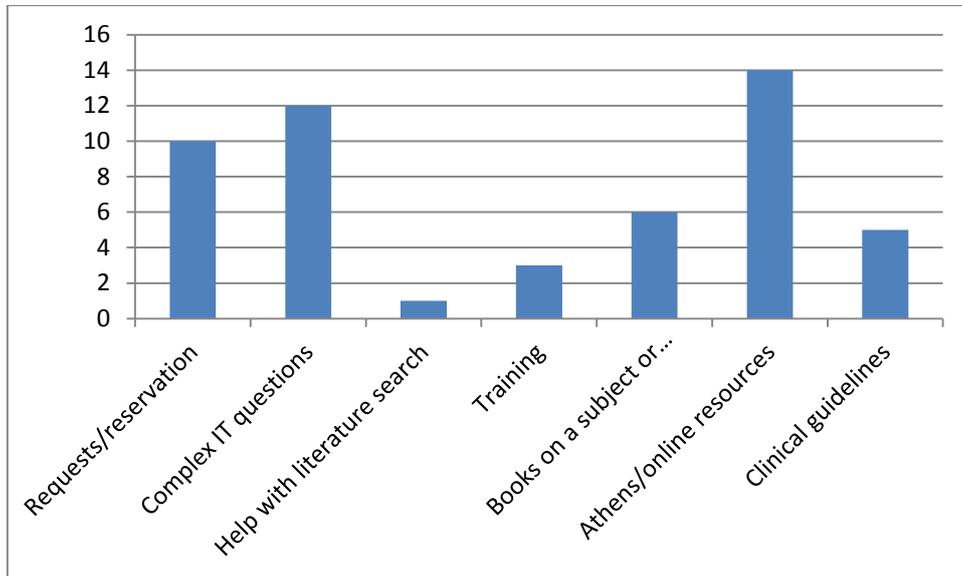
Routine enquiries by library



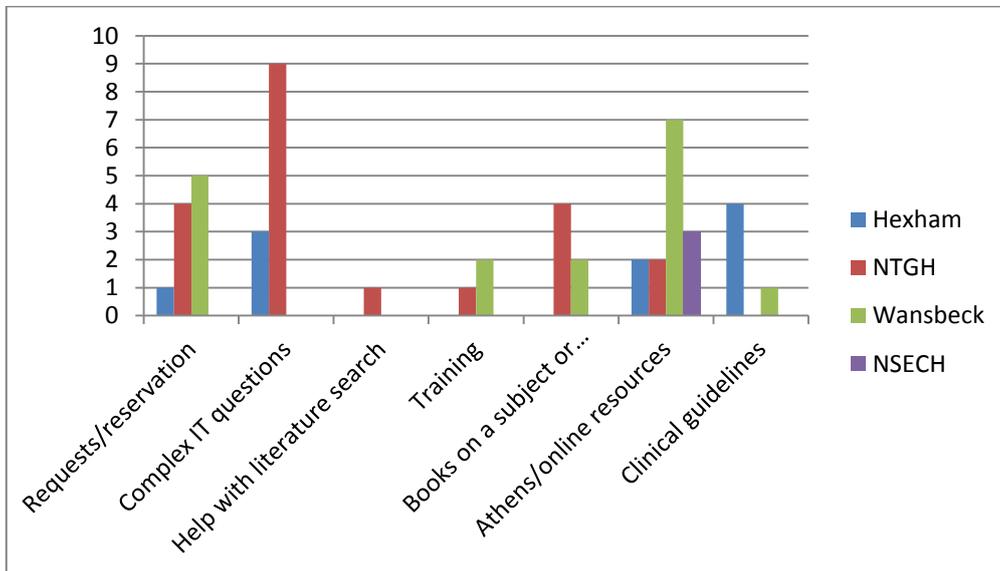
The biggest amount of queries during the sample week was about circulation issues. There were also a significant number of library account renewal enquiries at Wansbeck. It is worth noting that prior to this survey being undertaken, emails had been sent to users whose library accounts were about to expire with Wansbeck as the main point of contact. Queries about printing decreased slightly this year, probably due to users becoming more familiar with the Canon printers in the Trust. There continues to be a high number of queries about Facilities at Hexham due to the Education Centre being unstaffed and the library staff helping to cover the site.

The enquiries about Library Resources were also summarised by topic:

Resources enquires

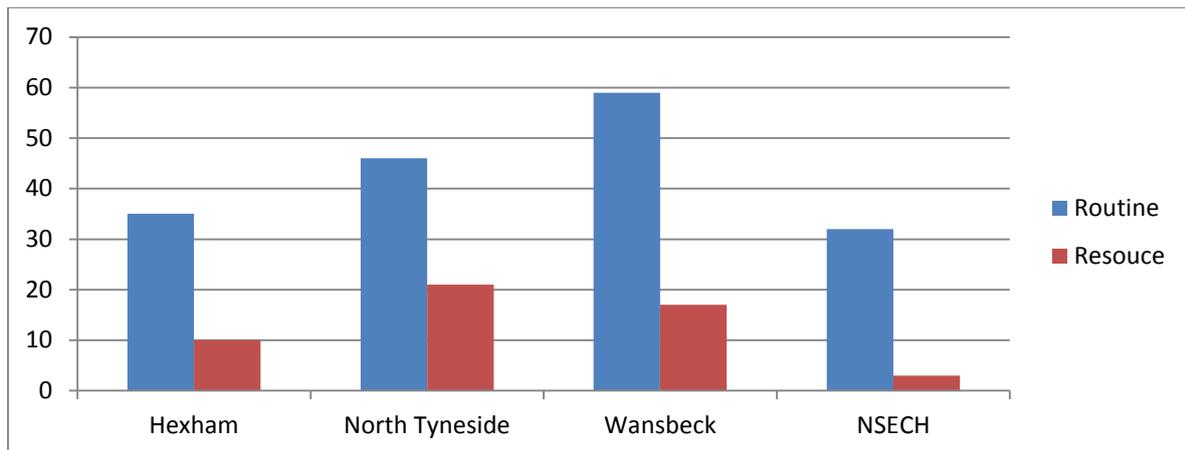


Resource enquiries by library



The majority of online resources enquiries were about Athens or UpToDate.

Total number of enquiries by library



Resolved/referred enquiries

An additional purpose of this survey was to establish how many enquiries are resolved immediately and if unable to do so, how they were referred. During the sample week, all enquiries were resolved immediately.

Information searches service standard

To monitor our information searches service standard we monitor how quickly they are carried out, and look at any feedback and impact information we receive about them.

Standard	Target	Measurement	Action
To provide an effective and efficient Information search service	<ul style="list-style-type: none"> All information searches done to a negotiated timescale User satisfied with the quality and quantity of information 	<ul style="list-style-type: none"> Send impact survey one month after literature search completed Audit of forms and searches recorded in the X drive Feedback 	<ul style="list-style-type: none"> Record average time taken and analyse any exceptions to completion within negotiated timescale Respond to feedback

The data from all literature searches undertaken by the library service are recorded on a spreadsheet including information on dates, response times, the subject of the search and the reasons for why the user requested the search. An impact survey form was sent to all users a month after the request date to ensure quality and customer satisfaction.

Between Sept 2016 – May 2017

Total number of literature search requests undertaken during the survey period	76
Total number of days taken to respond over the survey period	179 days
Average response time per request	2 days
Number completed within negotiated timescale	100%
Number of further searches due to user feedback	4

All the information searches were carried out within the timescale negotiated with the person who requested the search. The average time taken to send the results back was 2 working days.

I learned something new – 52%
I shared the information with colleagues – 39%
I used it for course work or a dissertation – 39%
It refreshed my memory of the topic – 35%
It confirmed my prior knowledge or belief – 30%
It satisfied my curiosity – 26%
I used it for supervision – 13%
I used it for teaching purposes – 13%
Other – 4% (“used to inform curriculum development”)