



Service standards - Resources

Annual report September 2016

Summary

We have a good range of current books to meet users' needs

- Northumbria Healthcare libraries continued to be the busiest in the region in 2015-16
- We proactively sought additional funding to develop literature and health and wellbeing ranges
- Many old editions and out of date books have been removed

Cataloguing and processing of new books will be timely and accurate to cataloguing standards

- Ordering, cataloguing and processing of new books has been centralised
- A Standard Operating Procedure has been written for these activities
- We audited the cataloguing and processing of new books in August 2016:
 - 85% of books were catalogued and processed within 10 days of receipt.
 - All 3 requests were catalogued and processed within 2 days

Our library catalogue will accurately reflect available stock

- Annual stocktake and housekeeping are now established
- A regional guideline for stock retention and withdrawal has been implemented

We have a good range of working e-resources, appropriate to users' needs

- The Trust's UpToDate subscription has been upgraded to include mobile devices
- 140 Oxford e-books are now available