

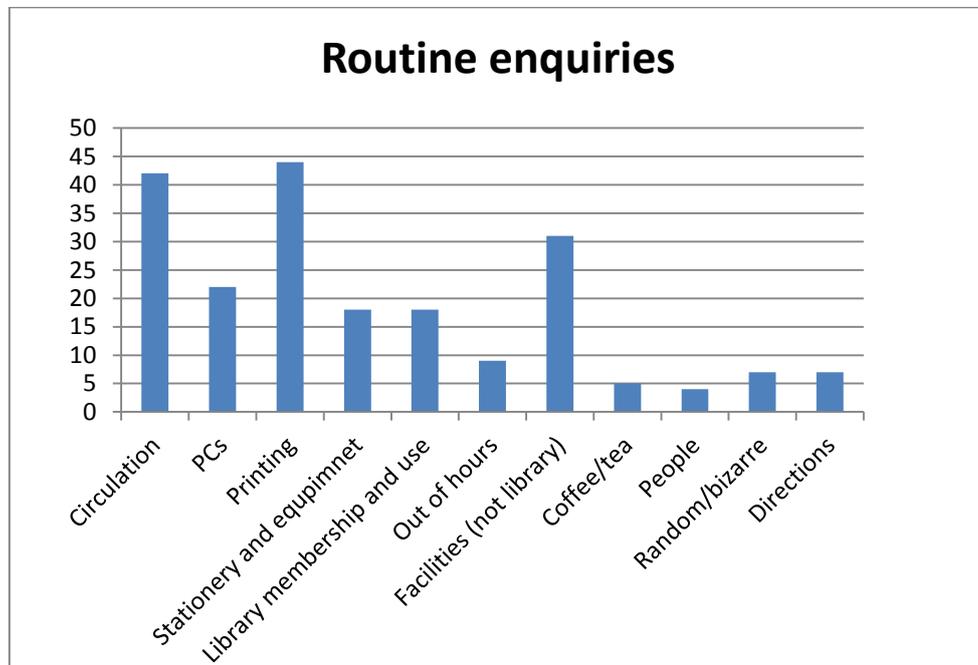
Enquiries Service Standard

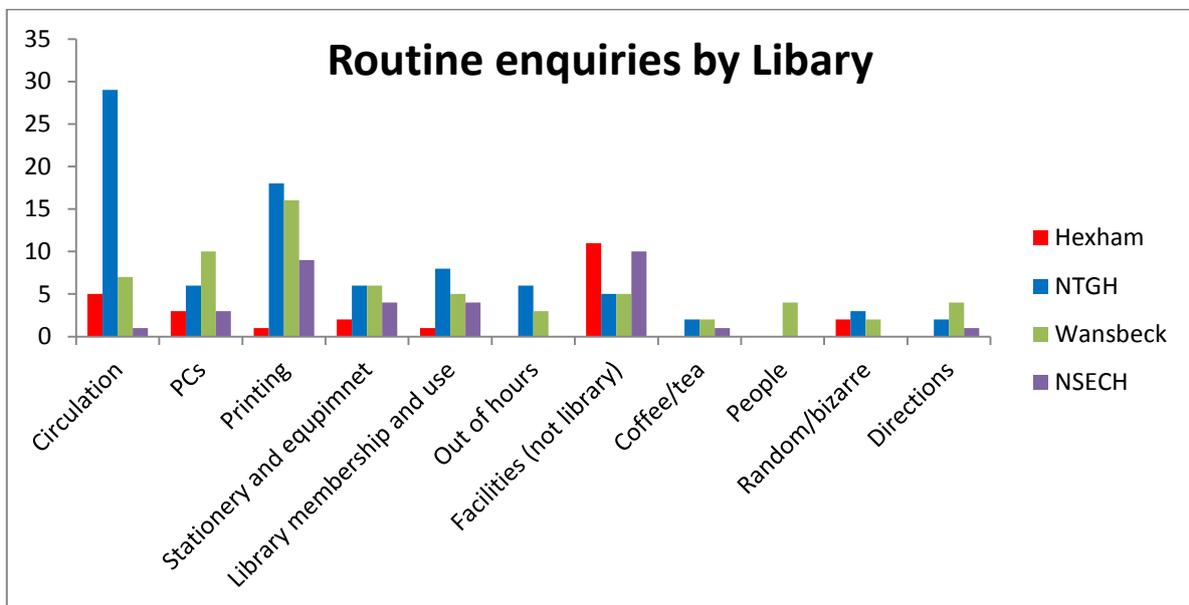
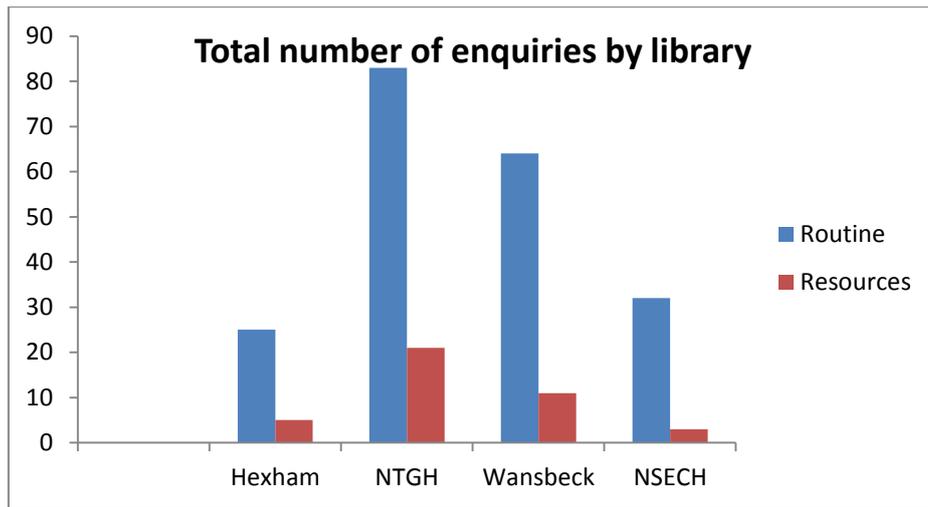
Standard	Target	Measurement	Action
All enquiries dealt with effectively and courteously	100% customer satisfaction	<ul style="list-style-type: none"> Record all enquiries for a week 	<ul style="list-style-type: none"> Analyse all enquiries that aren't either routine or lead to something else – requests, 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)	204
Resource-related queries	40
Total	244

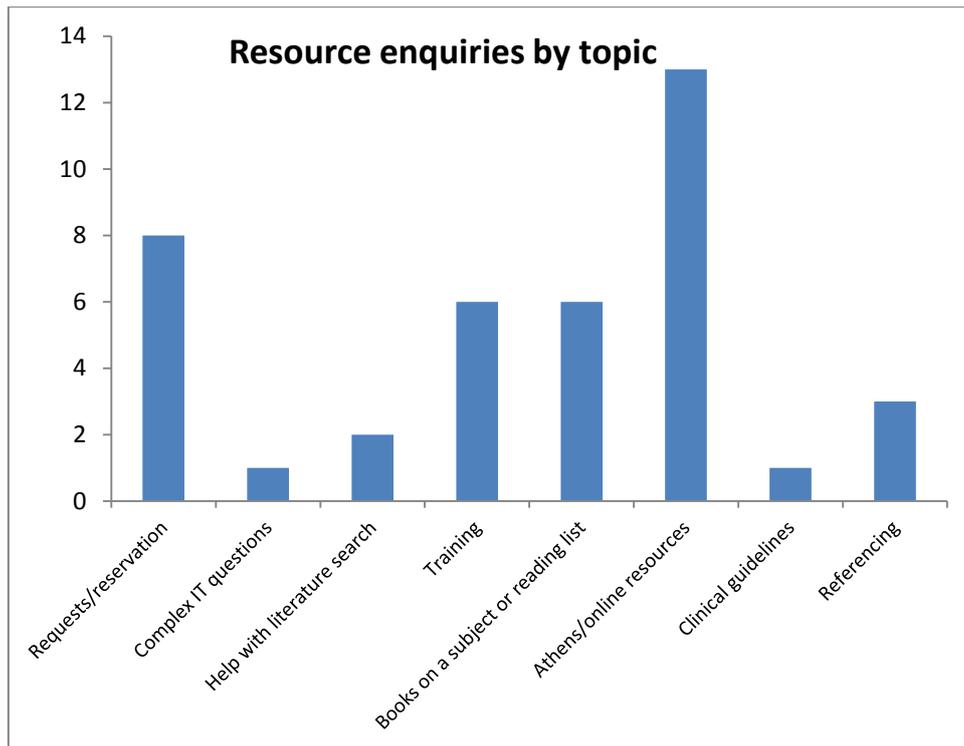
The routine enquiries could be divided into main headings and by Library site, as shown here:





The high number of printing enquiries was caused by the new Canon printers, even though they have been in place for over a year. The high number of queries about Facilities at Hexham may have been due to the Education Centre there being unstaffed and the Library staff helping to cover the site. However, there were also a significant number of enquiries about room bookings and such at all sites.

The enquiries about Library Resources were also summarised by topic:



One objective of this survey was to establish how many library enquiries were resolved immediately and how many had to be referred elsewhere. Of these 244 enquiries, 236 (97%) were either resolved immediately or within the agreed timescale (eg for literature searches or training requests)

Of the 8 enquiries which needed to be referred, 4 were referred to other members of the Library team. Queries referred elsewhere included 3 queries that had to be referred to the Facilities department and 1 which was passed on to IT. Most of the random enquiries were about our Easter egg hunt, a promotional activity running at the time.

To further improve our services responses to enquiries we ran a training session for our Library Assistants on real questions which involved several steps to answer. They all researched the questions and came along to the training with positives suggestions for answering queries

Information searches

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, when a follow-up questionnaire was sent out, the subject of the search and the reasons for why the user requested the search. An impact survey form was also sent to all users after a month to ensure quality and customer satisfaction.

Between Nov 2015 – Aug 2016

Total number of literature search requests undertaken during the survey period	90
Total number of days taken to respond over the survey period	262 days
Average response time per request	3 days
Number completed within negotiated timescale	100%
Number of further searches due to user feedback	2

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 3 working days.

An Impact Survey questionnaire was sent to everyone who requested an information search one month after it was completed. The most impact was in the Learning & Teaching area:

I learned something new – 72%
I shared the information with colleagues – 66%
I used it for course work or a dissertation – 33%
It confirmed my prior knowledge or belief – 28%
It refreshed my memory of the topic – 17%
It satisfied my curiosity – 17%
I used it for teaching purposes – 11%
Other – 5% (“inform a business case”)