

NHCT Library Service Standards

Annual review 2015-16

Introduction and development

We introduced our service standards in August 2014, following a period of research and discussion. Our service standards are working documents, regularly reviewed and revised. We established baselines during 2014-15, starting with requests, environment and enquiries and information searches. These standards have now been used twice, reviewed and revised. We considered and updated our resources and engagement standards during 2015-16.

All the standards are available on our website <http://library.northumbria.nhs.uk/more-about-the-library-and-knowledge-service/>. We make reports and reviews available here where appropriate.

Progress 2015-16

Requests

We recorded the time taken for all requests in April-May 2016 to check that our targets were achieved. The detailed results are available in the Service Standards for Requests 2016 Report. To summarise, 97% of articles were supplied within 5 working days and 55% of articles were supplied on the day requested. Books again took longer to arrive than articles, so we introduced changes to our book request process to help to speed that up. This is our standard for requests:

Standard	Target	Measurement	Action
We will obtain books and articles for users as quickly and cost effectively as possible	<ul style="list-style-type: none">• 100% of requests will be processed within one working day• 95% of article requests will be received or the user notified of any problems in delivery within 5 working days• 90% of book requests will be received or the user notified of any problems in delivery within 5 working days	<ul style="list-style-type: none">• Record all timings for one month each year (October)• Record all exceptions	Continuing: <ul style="list-style-type: none">• Analyse and learn from exceptions• Survey each year• Report survey in annual report• Improve target figures each year

Environment

NSECH opened this year, with a very small Library on site. This added to staffing pressures, so there were a few days when Hexham and NSECH Libraries were unstaffed. All four Libraries have out-of-hours access, so study space, PCs and self-issue are now available to Users 24/7. Self-issue of books was introduced this year to improve out-of-hours access and has been well received.

There were some days soon after the NSECH Library opened when all PCs were in use, but this has been alleviated by the provision of extra laptops in the Library and a hot desking area in the Conference Centre. In response to the comments made in the Space Survey we carried out last year, Wansbeck and North Tyneside Libraries created more study spaces after discarding old journals, with a mix of shared and private space, silent study rooms and quiet discussion areas as well as relaxed and more formal seating areas.

All sites had minor problems over the year with facilities or IT faults, but these were all rectified in a timely manner.

Enquiries and information searches

For enquiries and information searches our Service Standard is:

Enquiries and information searches			
Standard	Target	Measurement	Action
All enquiries dealt with effectively and courteously	100% customer satisfaction	<ul style="list-style-type: none"> • Feedback • Impact Survey 	<ul style="list-style-type: none"> • Regularly analyse all feedback, especially complaints • Consider training if relevant
Information searches	<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"> • Survey one month after literature search completed • Audit of forms and searches recorded in the X drive • Impact survey? • Feedback 	<ul style="list-style-type: none"> • Analyse exceptions • Respond to feedback

We recorded all enquiries received during a week in April 2016. Of the 244 enquiries received, 204 were routine, mostly about Circulation, Printing and Facilities. Most of the Resource enquiries were about NHS Athens, requests and reservations, training, and books on a subject. 97% of the enquiries were answered immediately, and only

8 were referred to another library or department to be answered. We also ran a training session for our Library Assistants on answering difficult enquiries.

Our Information Search service provides mediated literature searches to our Users. 90 searches were carried out from Nov 2015 to August 2016 and took an average of 3 days to complete. People who request information searches are sent an impact survey one month after the search is carried out.

- 72% of respondents to this survey said they had learned something new from the search
- 66% shared the information with colleagues.
- 55% of the respondents used the information for service development or improvement
- 44% for advice given to colleagues.

Resources

Ordering and Cataloguing of books has been centralised to one site this year, with books then sent on to the other Libraries. This makes better use of staff time on book selection and processing.

We carried out a lot of work on book stock this year, despite a tight budget. We made use of Blackwell's lists of new editions to update our stock and to withdraw old editions. We suggested the Olib cataloguing group should develop stock retention guidelines and this has been done and we have used the guidelines to refresh our own stock.

We have fewer journal subscriptions this year but these are also easier to manage as we now use only two suppliers. Our Journal Alert service allows users to keep up to date with material in journals whether we subscribe to the title or not. Our UpToDate subscription was upgraded to include access to the App, after writing a business case to obtain funding. Our new subscription to 140 Oxford e-books is the most useful and best used collection of e-books that we have had access to.

Engagement

This Standard was reviewed in February 2016 and the targets made as Smart as possible. Library membership increased over the year by 5%: this was helped by two new processes: we now email all users whose accounts expire on our LMS and send a welcome email to all new Trust staff.

1273 Trust staff received a Library induction and 102 had a training session. Training has been specifically tailored this year for groups of Physiotherapists, Pharmacists, Modern Apprentices and Preceptorship Nurses. The Library website continues to develop in response to feedback from Users, with new Knowledge Guides and a Journal Alert request page. The Library also started using Twitter - <https://twitter.com/nhctls> to communicate with our Users in a new way.