

NHCT Library Service Standards

Annual review 2016-17

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 for a few years, reviewed and revised. 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 2016-17

Requests

We recorded the time taken for all requests in April-May 2017 to check that our targets were achieved. The detailed results are available in the Service Standards for Requests 2017 Report. To summarise, 100% of article requests were processed on the day received, 95% of articles were supplied within 5 working days and 48% of articles were supplied on the day requested. Books again took longer to arrive than articles, but as last year, 88% arrived within 5 working days

Environment

We have maintained cover across all sites and continued to improve the facilities in small ways in response to user feedback. The Trust has agreed that improvements need to be made in library provision at NSECH and there are discussions on-going about that. The only noticeable source of complaints was about the lack of public Wi-Fi access in the libraries

Enquiries and information searches

We recorded all enquiries received during a week. All of the enquiries were answered immediately; none had to be referred to another member of staff for assistance. Our Information Search service provides mediated literature searches to

our Users. Anyone who asks for a literature search is sent an impact survey one month after the search is carried out.

- Total number of literature search requests undertaken during the survey period **76**
- Average response time per request **2 days**
- Number completed within negotiated timescale **100%**

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

644 people received a library induction

373 people received information skills training

9000 visits to the <http://library.northumbria.nhs.uk> in 2016

8 article about the libraries in eth staff newsletter

Libraries had a stand at 8 events/conferences