

# **Royal Papworth Hospital NHS Foundation Trust**

## **Library and Knowledge Services**

### **Our Service Standards**

These service standards will be reviewed annually.

#### **Library services**

We will acknowledge all enquiries within two working days and aim to resolve any outstanding enquiries within 5 working days.

We will process interlibrary loan and document delivery requests with 3 working days of receiving the request, unless the item is required more urgently for patient care.

We will conduct mediated literature searches within 5-10 working days of receiving the request, or within a timescale negotiated with the requester.

We will provide a relevant, up-to-date website available 24/7 providing information about our services and links to high quality information resources.

We will respond to requests for research support within 10 working days of receiving the request. We have capacity to support 3 ongoing projects at any one time. A waiting list for research support will be maintained and new projects will be supported in date order.

#### **Library resources**

We will respond to problems with Athens passwords within 2 working days.

We will shelve items returned to the library within 2 working days.

We will ensure the library resources are kept tidily on the shelves.

We will maintain all resources so that they are in a fit state to be borrowed.

#### **Library environment**

We will maintain advertised staffed opening hours and these will be documented on our website.

September 2018