

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 7-10 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 retrieve items from Iron Mountain at the request of our users within 2 working days.

We will retrieve items from the basement storage area within 1 working day.

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

September 2019