

# **Papworth Hospital NHS Foundation Trust**

## **Library and Knowledge Services**

### **Our Service Standards**

These service standards will be reviewed annually.

#### **Library services**

We will respond to general enquiries immediately and more detailed enquiries within 3 working days.

We will process all interlibrary loan and document delivery requests with 3 working days 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.

#### **Library resources**

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

We will shelve items returned to the library within 1 working day.

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.

We will provide users with access to IT facilities, for use according to Trust policies and procedures.

February 2016