



Knowledge, Library & Information Service

Enquiry Standard – 2017/18 review

During 2017-18, the Knowledge, Library & Information Service recorded the following number of enquiries:

	Procedural Enquiries	Information Resource Related Enquiries	Total
Bassetlaw Library & Learning Resource Centre	2321	1523	3844
DRI Library & Learning Resource Centre	5937	2319	8260
DRI Leisure Library	1407	326	1734

All enquiries continue to be answered and responded to either:

- Immediately, at the point of receipt, or
- In a reasonable time or by a date agreed with the enquirer if further investigation is required, or
- As soon as possible after receipt if the library was closed or the named contact was out of the office (and another member of staff was unable to help), or
- Needs to be referred to another member of staff.

We accept enquiries from both members and non-members/users of our service. All responses met are 100% target in line with our Enquiry Standard.

Overall in 2017/18, we saw an increase in the number of enquiries that we received (10.6%). This was attributed to a 3.6% increase in our general procedural enquiries and a 55.5% increase in our information resource related enquiries. There is no hard evidence for the reason why this has occurred but we believe that the following contributed to this increase:

- Increase in activity at the Library and Learning Resource Centre at Bassetlaw Hospital, especially after the official opening of The Hub, our shared accommodation with the Education and Training Department in September 2017. Activity increased significantly in the last six months of the year.
- More staff now appear to be undertaking courses once more, or are undertaking investigations for service improvement – which has led

to an increase in demand for more in-depth enquiries.

- An increase in our overall contact statistics – we saw an increase of nearly 30% in 2017/18. These are identified and grouped into the following areas:
 - Physical visits to the library
 - Contact and enquiries by telephone
 - Contact and enquiries by e-mail

The enquiries detailed above are based on the following contact statistics:

