

Knowledge, Library and Information Service

Service Delivery Standards

Service Area: Enquiries		
Service Definition		What we expect from our users
<p>Library staff are available to answer enquiries throughout staffed opening hours.</p> <p>Access to a professionally qualified librarian or information specialist is available on at least one site.</p> <p>General procedural and information-resource enquiries will be answered by enquiry-desk staff, but more complex enquiries may need to be referred to a senior member of staff.</p> <p>Enquiries may be made in person, by telephone or by e-mail.</p>		<p>Users to consider and respect all other users when using library services and facilities.</p> <p>Users to respect library staff at all times.</p>
Monitoring Process	Performance Indicators	Reporting Structure
<p>Type of enquiry received and time spent recorded daily.</p> <p>Unusual enquiries logged in full.</p>	<p>All general procedural and information-resource enquiries will be answered promptly.</p> <p>Enquiries that require more in-depth research and response will be answered initially, with a follow up response by a mutually agreed date between both parties.</p>	<p>NHS Annual Statistical Returns.</p> <p>Annual reports.</p> <p>KLISH Senior Staff Team.</p>
Date: 1st August 2011	<p>Last Review Date: August 2018</p> <p>Next Review Date: August 2019</p>	