

## QUALITY STANDARDS

The aim of the ELHT Library & Knowledge Service is to ensure that all staff and students on placement at the Trust have access to relevant, high quality knowledge and information to support evidence-based practice and clinical and managerial decision making.

A range of service standards have been set to ensure that service levels are maintained and delivered for the following services:

- **Access**
- **Membership**
- **Communication & Enquiries**
- **Document Delivery Services**
- **Literature Searches**
- **Information Skills Training**

### Access

- The libraries will be staffed from Monday – Thursday 8.30am – 4.30pm and Friday 8.30am – 4.00pm. Any alterations to these times will be advertised throughout the Trust and notices will be displayed within the library
- Access to the library outside set hours is usually available and instructions are available from the library staff
- The library catalogue covering the libraries of ELHT will be available within the library and via the internet and Evidence Hub portal
- Services will be provided via email, telephone and online for users unable to come to the library
- Online library services will be available via the [ELHT Evidence Hub](#)

### Membership

- A library guide will be made available to all new library members on joining the library and an induction and tour will be offered to all new members
- New library members will receive a confirmation email within 2 working days to say registration is complete and also links to information relating to their selected options within the “What do you want to do?” section
- New members will receive a ‘Welcome Email’ within 4 weeks of joining with key links to library services
- The library will make available a range of guides on finding and accessing information and these will be updated where necessary.

## Communication

### Telephone Calls

- Telephones will be answered promptly when the library is staffed
- When answering a call staff should identify the location
- The use of a voicemail service will be provided when the library is unstaffed
- A response to voicemail messages will normally be made within 1 working day

**Monitoring Process:** Direct observation

### User Consultation

- The library aims to consult with users on the provision of library services and resources by means of its quality assurance programme

**Monitoring Process:** User surveys, comments cards and noticeboards, training evaluations

### Complaints

- A response to any complaint will be acknowledged with a holding letter within 3 working days and a full reply in 15 working days

**Monitoring Process:** All complaints reviewed and response times noted

### Library Guides

- The library will make available a range of guides on finding and accessing information and these will be updated where necessary

**Monitoring Process:** Direct observation  
Library Guides updated as necessary

## Enquiries

### Email

- A response to emailed enquiries will normally be sent within 30 minutes during normal staffed opening hours
- Enquiries will be answered with a Quick Part response where appropriate
- All emailed enquiries will be dealt with within 1 working day unless referred to Clinical Librarian or Library Manager
- More complex enquiries will be dealt with within 2 to 5 working days (depending on complexity of query) or as agreed with user

**Monitoring Process:** Checking of emailed enquiries received and time taken to answer them during sample week each quarter.

## Enquiries

### Face-to-Face

- Enquiries in person will be dealt with at the time
- Complex enquiries may be referred to Clinical Outreach Librarian or Library Manager

**Monitoring Process:** Direct observation

## Document Delivery Service

### Article requests

- Requests will normally be **processed** on same day request received
  - **100% of requests where processed within this time (Apr – Jun 17)**
- Requests will normally be **satisfied** within two (2) working days
  - **91% of requests where satisfied within this time (Apr – Jun 17)**
- Requests will **delivered** electronically unless restricted due to copyright
  - **100% of request where received & delivered (Apr – Jun 2017)**
- A charge per item will be made for requests ordered from external libraries. Current rates are advertised within the library

**Monitoring Process:** Processing and completion times monitored during sample week each quarter

Inter-Library Loan review Apr-Jun 2017.

### Book requests

- Library staff will endeavour to obtain books for users that are not in the library stock from local and regional networks
- A charge per item will be made for requests ordered from external libraries. Current rates are advertised within the library, in library guides and on the library website.
- 100% of requests for books not in stock will be **processed** within 2 working days of receipt
- 100% of requests will be **satisfied** within 5 working days or if unavailable the requestor will be informed within this time.

**Monitoring Process:** Processing and completion times monitored during sample week

## Literature Searches

### ***Assisted searches***

- Members of ELHT staff requiring basic help with performing a literature search themselves will receive assistance from any member of the library team on the day of the request, subject to staff availability. Making an appointment for such assistance is preferred.

### ***Mediated searches***

- Where members of ELHT staff request a literature search to be conducted by the library team on their behalf (a 'mediated search' ), they will be requested to outline the purpose and scope of their request via either
  - a Literature Search Request Form, available in the libraries, OR
  - via an online link on the ELHT Evidence Hub
- 100% of mediated searches will be completed within a timescale agreed with the individual customer

*In 2016/17 100% of requests were delivered within the timescale agreed with the requester.*

### **Monitoring Process:**

- The date requested and date results are required by will be recorded on the form
- The requester will receive a Literature Search Results Report, outlining the sources, terms and search strategy used and attaching a selected list of key references
- There is no charge to staff of ELHT for this service; there will, however, be a charge per article or book for any items that are requested from external libraries as a result of the search
- Users will also be asked to evaluate the impact of the search after a suitable period has elapsed (normally 3 months).

## Literature Searches

### ***Academic assignments***

- Where a literature search is part of an assignment for an academic course, the library team can provide basic assistance, but will not conduct a mediated search if the search procedure is an assessed part of the assignment

### ***External staff***

- Staff of NHS Trusts and organisations external to ELHT will normally be referred to their host library service for mediated searches; unless an appropriate service level agreement is in place.

## Information Skills Training

### ***Group Information Skills Workshops***

- Courses are wait-listed. Users are asked to sign-up for a wait-listed session and you will be contacted accordingly by the Library Services Team
- Information skills workshops will be marketed via the L&OD Training Directory, the ELHT Evidence Hub <http://www.ehub.elht.nhs.uk/information-skills-training.html>, emails and posters displayed in the library and other key areas
- Group tutorials will follow a set format and learning outcomes will be made clear to participants; tailored content can also be negotiated for specific groups
- Users will be asked to complete an evaluation sheet on completion of training sessions. Evaluations will be collated for an analysis of trends and identification of action points.
- Users will be offered a certificate of evidence of training
- Library staff delivering literature searching skills tutorials will regularly attend HCLU and other appropriate training sessions to update and expand their knowledge

## Information Skills Training

### ***One-to-one literature searching tutorials***

- While our preference is for staff to attend group sessions, making more effective use of library staff time, Trust staff may also request one-to-one literature search training.
- If the group session dates are not suitable, staff should contact the Clinical Outreach Librarian directly. A date will be agreed with the user, subject to the availability of the Clinical Outreach Librarian
- One-to-one tutorials will be tailored to suit the individual
- Users will be offered a certificate of evidence of training
- Library staff delivering literature searching skills tutorials will regularly attend HCLU and other appropriate training sessions to update and expand their knowledge

<b>Document review</b>		
	<b>Date</b>	<b>Reviewer(s)</b>
Latest review	July 2017	G Haldane C Morton (Operational Services) J Richardson (Clinical Outreach Services)
Next review	July 2018	