

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:
 - Blackburn Site**
Monday – Thursday 8:30am – 4:30pm and Friday 8:30am – 4:00pm.
 - Burnley Site**
Tuesday & Wednesday 8:30am – 4:30pm, 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 be receive a confirmation email within 2 working days to say registration is complete and 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 Service or Library Manager

Monitoring Process: Direct observation

Document Delivery Service

Article requests

- Requests will normally be **processed** on same day request received
 - **90% of requests where processed within this time (Jul – Sept 18)**
- Requests will normally be **satisfied** within two (2) working days
 - **91% of requests where satisfied within this time (Jul – Sept 18)**
- Requests will **delivered** electronically unless restricted due to copyright
 - **100% of request where received & delivered (Jul- Sept 18)**
- 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 Jul – Sept 18

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

Getting Started

- Members of ELHT staff requiring help to login to databases and a quick demonstration of how to run a search (approx. 15 mins) will receive assistance from any member of the library team on the day of the request, subject to staff availability.

Assisted searches

- Members of ELHT staff requiring a member of the library team to sit with them and assist them with a literature search (approx. 1 hour)
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 2017/18 100% 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

- 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

- Trust staff may request one-to-one literature search training
- Staff should contact the library and a date will be agreed with the user, subject to the availability
- 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

Document review		
	Date	Reviewer(s)
Latest review	October 2018	C Morton (Operational Services)
Next review	October 2019	