

## Quality Standards for the Oliveira Library

Function	Standard	Performance indicators
Communication	<ul style="list-style-type: none"> <li>• New resources and services will be advertised via the internal e-bulletin, website, library newsletters, posters, displays etc as appropriate (as per Marketing policy)</li> <li>• Personal contact with library users will be made by email phone or post using contact details given on library/OpenAthens/KnowledgeShare registration or with an information request</li> </ul>	Publicity Events and meetings calendar records
Current awareness / Alerting	<ul style="list-style-type: none"> <li>• Current awareness and alerting services are advertised on the library website</li> <li>• Help to set up current awareness and alerting tailored to individuals will be available on request via KnowledgeShare, HDAS alerts, TOCs, bulletins etc</li> </ul>	Current awareness pages on website KnowledgeShare records
Enquiries	<ul style="list-style-type: none"> <li>• Enquiries may be in person, by phone (and voice message) or by email</li> <li>• Short enquiries will be dealt with as soon as possible to the time of receipt. Where more time may be needed an arrangement will be made with the enquirer, usually within 2 working days</li> <li>• When the library is unstaffed voicemail messages may be left</li> <li>• The library email inbox will be checked and emails actioned daily when the library is staffed</li> <li>• Forms will be available in the library and via the webpages for comments/ feedback, suggestions and requests</li> <li>• All enquirers will be dealt with courteously as per the Customer Charter posted on the Oliveira Library website</li> </ul>	Twice yearly enquiry counts (minimum) Feedback and complaints Library inbox
Facilities	<ul style="list-style-type: none"> <li>• Public access computers will be available 24 hours for those eligible for the door code, and during staffed hours for</li> </ul>	Facilities available IT replacement log

	<p>others as indicated on the eligibility criteria</p> <ul style="list-style-type: none"> <li>• All public access computers will be able to support multimedia</li> <li>• Printing will be available with all computers 24 hours with charges advertised</li> <li>• Scanning will be available 24 hours</li> <li>• Study space will be provided and an atmosphere for quiet study encouraged</li> <li>• Photocopying will be available 24 hours with charges advertised</li> <li>• A book return bin will be provided, accessible 24 hours to those eligible for the door code</li> <li>• A system for borrowing books and leaving payments will be indicated when the library is unstaffed</li> </ul>	<p>Twice yearly user count (minimum) Feedback</p>
<p>Inter-lending between libraries</p>	<ul style="list-style-type: none"> <li>• As per the SWIMS Interlending and Document Supply (ILDS) Standards document</li> </ul>	
<p>Interlibrary loans for own readers</p>	<ul style="list-style-type: none"> <li>• Processing requests will be initiated within 3 working days</li> <li>• Urgent requests will be dealt with on the day of receipt where urgency is indicated, with priority where clinical need is evident, aiming for same day supply</li> <li>• Requests to other libraries will be via the WinCHILL system and email, phone or post as appropriate depending on urgency and individual library policy (as per SWIMS ILDS standards)</li> <li>• We will aim to supply the articles within 5 working days, or 10 maximum and books within 10 working days, or to give an update on progress if supply is problematic</li> <li>• Items will be sourced from within SWIMS and other eligible NHS networks without charge to the requester</li> <li>• If a signed request form is required to comply with copyright law the requester will be notified</li> <li>• Where an item is not obtainable from free sources, but is available from the British Library, the requester will be</li> </ul>	<p>Date request received and date actioned noted on the paper request Date of receipt noted on WinCHILL Annual sample audits (minimum)</p>

	<p>asked to confirm that it is definitely required, the cost to the library being indicated. Up to 20 free British Library requests per person per year are permitted</p> <ul style="list-style-type: none"> <li>• Requesters will be informed within 5 days if any item is not obtainable from any of these sources</li> <li>• Where books are borrowed on interlibrary loan return will be managed in line with the WinCHILL procedures document</li> </ul>	
Literature searching	<ul style="list-style-type: none"> <li>• Literature searches can be requested via email, the website, phone or in person. The request should give as much information as possible</li> <li>• Searches will be undertaken by a librarian, with a minimum search on NICE Evidence / clinical and management databases (as appropriate)</li> <li>• Initial searches will be started within 5 working days, and completed results returned within 10 working days</li> <li>• Information indicating resources searched and terms used will accompany the results</li> </ul>	<p>Resources searched, terms used and adequacy of results noted on search form, and filed</p> <p>Dates search received and completed noted on search form, and filed</p> <p>Impact survey sent out 6 weeks after search completed</p> <p>Audit records</p> <p>Copies of searches sent</p>
Loans	<ul style="list-style-type: none"> <li>• Book loans will be managed in line with the terms publicised in the library leaflet, the eligibility criteria and policies relating to overdue items</li> <li>• Journal loans will be managed in line with the loans policy</li> </ul>	Loan statistics and overdues
Policies and procedures	<ul style="list-style-type: none"> <li>• All policies and procedures are available on the library network drive</li> <li>• All policies and procedures are reviewed bi/annually and updated as necessary by the staff member allocated</li> </ul>	Review dates on policies and procedures
Resources	<ul style="list-style-type: none"> <li>• Book stock will be updated as the budget allows as per the Collection Development Guideline</li> <li>• Suggestions for book stock will be encouraged by consultation with specific groups and individuals, and advertisement (in the library and in communications)</li> <li>• Review of journal holdings will be annually, with ILL and electronic access factors being included in the consideration, and print usage survey results</li> </ul>	<p>Figures on purchasing by group and reason for purchase</p> <p>Emails and usage figures</p> <p>OpenAthens &amp; other e-resource statistics</p>

	<ul style="list-style-type: none"> <li>• Electronic access will be exploited where available and most appropriate within funding constraints</li> </ul>	
Staff training and development	<ul style="list-style-type: none"> <li>• All staff will receive annual appraisals, including personal development plans</li> <li>• All staff will be trained on new developments and resources as they become available</li> <li>• Close links with our networks will be kept to ensure appropriate input to, and awareness, of joint developments</li> </ul>	Appraisal and training documentation
Training on literature searching	<ul style="list-style-type: none"> <li>• Training by a librarian on best use of the electronic resources will be available in groups or for individuals as requested</li> <li>• Training will be arranged within 5 working days of request if undertaken in the library, or 10 working days if requested to be in other workbases</li> <li>• Immediate basic help with using the resources will be available during staffed hours</li> <li>• Basic help with use of the University resources will be available during staffed hours, but more in-depth training should be arranged with the appropriate University library</li> </ul>	Training records (number and time) Impact evaluation results
Website	<ul style="list-style-type: none"> <li>• Eligibility and all services will be outlined on the Library pages of the Trust website, and linked to the Trust intranet</li> <li>• The site will be updated as necessary with major review annually</li> </ul>	Currency of website Hit counts

## Quality Standards for the Oliveira Library - summary of timescales

Enquiries	Short enquiries will be dealt with as soon as possible to the time of receipt. Where more time may be needed an arrangement will be made with the enquirer, usually within 2 working days
Inter-library loans	<ul style="list-style-type: none"><li>- Processing requests will be initiated within 3 working days</li><li>- Urgent requests will be dealt with on the day of receipt where urgency is indicated, with priority where clinical need is evident, aiming for same day supply by fax or email</li><li>- We will aim to supply the articles within 5 working days, or 10 maximum, and books within 10 working days, or to give an update on progress if supply is problematic</li><li>- Requesters will be informed within 5 days if any item is not obtainable from any of our sources</li></ul>
Literature Search requests	Initial searches will be started within 5 working days, and completed results returned within 10 working days
Training	Training will be arranged within 5 working days of request if undertaken in the library, or 10 working days if requested to be in other workbases