



**RCN Library and Archive Service
Standards**

Version 2.0

Document control summary

Title	RCN Library and Archive Service Service Standards
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VERSION CONTROL SUMMARY

Version	Date	Summary
1.0	June 2017	This document lists the standards for Library & Archives main services covering timeliness, quality and customer satisfaction. It sets our annual targets which will be monitored and reported on the RCN website.
2.0	February 2018	Includes 2017 results, amendments for 2018 standards and 2018 targets

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Standard	2018 target	2017 result	2017 target
1. Number of Annual Survey respondents who were satisfied or very satisfied with the library services overall	95%	95% (based on Overall satisfaction rated in the Library & Archive Service annual survey as either "good" or "excellent")	90%
2. The Library will be open for our advertised building opening hours, excluding planned closures	100%	100%	100%
3. Enquiry services (telephone, email webchat, in-person) will be open for our advertised staffed service hours excluding planned closures and planned system maintenance	100%	100%	100%
4. We will advertise Library closures at least 1 working week in advance	98%	100%	95%
5. We will supply an initial response to email enquiries, feedback and complaints within 1 working day	95%	94%	100%
6. Our responses to enquiries and complaints from customers will be rated "good" or "excellent".	90%	N/A (no data for 2017)	90%
7. Print and online resources from arrival to available for use: 2 working days for print books 1 working day for print journals 1 working day for e-books and e-journals	95%	93%	95%
8. Proportion of interlibrary loan requests processed within 3 working days of receiving the request	98%	95%	98%
9. Attendees at drop-ins and 121 training sessions rate the training as "excellent" or "good"	95%	99%	90%
10. Supply a literature search in response to a request from members within 10 working days of receiving the request	100%	100%	90%
11. Literature searches are rated good or excellent	90%	N/A New standard for 2018	N/A
12. Supervised special collections research sessions are rated "good" or "excellent"	95%	100%	90%
13. All donations offered will be accepted or rejected within 60 working days	95%	91%	95%
14. All exhibition loans out requested will be answered within 30 working days	100%	N/A No loans were made in 2017	100%
15. Overall satisfaction rating for events rated as either "good" or "excellent"	90%	97%	85%
16. Every exhibition and event programme will be developed with expert input from our members	100%	100%	100%
17. Ten events will be made available online	90%	N/A New standard for 2018	N/A
18. Every exhibition will have an online exhibition component including two interviews with speakers	100%	N/A Inclusion of speakers not a priority for 2017	100%

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Standard	2018 target	2017 result	2017 target
19. Every exhibition will have an online exhibition component	100%	N/A New standard for 2018	N/A
20. Every exhibition and event programme will include 10 events (e.g. lectures, seminars) outside of London including in at least two other UK countries	100%	100%	100%
21. All new items accepted into the Archives are reported annually to the National Archives	100%	100%	100%
22. All staff trained to provide first line IT skills support during advertised staffed service hours	100%	N/A No data for 2017	100%
23. IT/service faults are reported to suppliers within 1 working day	100%	100%	100%

*working days exclude Saturdays, bank holidays and RCN closure days