



**RCN Library and Archive Service
Enquiry standards**

Version 2.0

Document control summary

Title	RCN Library and Archive Service Enquiry standards
Status	Full
Version No.	2.0
Date of this draft	September 2018
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Circulated to	Library and Archive Service staff
Next Review Date	September 2019

Royal College of Nursing
RCN Library and Archive Service
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VERSION CONTROL SUMMARY

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1.0	June 2017	This document lists our standards for dealing with enquiries received in Library & Archives Services covering timeliness and quality.
2.0	September 2018	Updated. Have moved the procedural aspects to a new document: Library & Archive Service Enquiry Procedures and Guidelines. September 2018

1. Be approachable, ready to help, stop all other activity and focus entirely on the customer making the enquiry.
2. At the information desk priority is given to in-person enquiries. Any incoming calls and web chats can also be picked up by staff at their desks.
3. For in-person enquiries, establish eye contact, smile and greet the customers. Be open to the customer's body language including demonstrated preference around personal space.
4. In-person customers will be greeted immediately, if staff are already dealing with an enquiry waiting customers will be acknowledged within 2 minutes.
5. Phone calls will be answered/referred within 6 rings.
6. Webchats will be responded to within 10 minutes.
7. Email will be acknowledged within 1 working day.
8. Written response letters will be posted within 3 working days of receipt.
9. Social media enquiries will receive a response within 1 working day.
10. In phone or webchat interactions, use appropriate written or verbal prompts to re-assure the customer that you are listening and that contact has not been lost.
11. "The "Code of Professional Practice" (CILIP 2012) lays down the ethical principles which should apply to all library staff providing an enquiry service.

References

Chartered Institute of Library and Information Professionals (2012)

Code of professional practice for library and information professionals, London: CILIP.
Available from:

<https://www.cilip.org.uk/page/Ethicalframework?&hhsearchterms=%22code+and+professional+and+practice%22>

Chartered Institute of Library and Information Professionals (2012)

Ethical principles for Library and Information Professionals, London CILIP. Available from:

<https://www.cilip.org.uk/page/Ethicalframework?&hhsearchterms=%22code+and+professional+and+practice%22>